

Independent  
Living Centers

Consumer  
Satisfaction  
Survey  
2013

## Annual IL Outcomes Survey FY13

**Research Objective:** To review the satisfaction of consumers receiving services through the Independent Living (IL) program; as well as the changes these services made, a telephone survey is conducted annually concerning the areas of: Advocacy, Benefits Advisement, Employment Advisement, Training or Referral, Home Modification, Housing Referral or Assistance, Independent Skills Training, Information and Referral, Peer Support, Personal Assistance Services (PAS), Technology or Adaptive Equipment, Youth Services including Transition From School to Work or Independent Living, Emergency Assistance Services, Institutional Diversion or Nursing Home Transition, and Transportation.

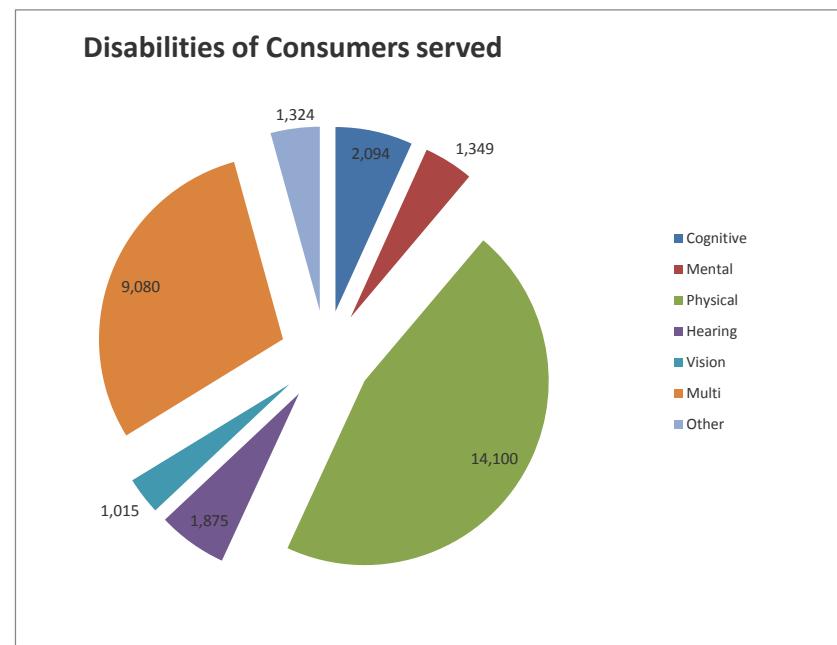
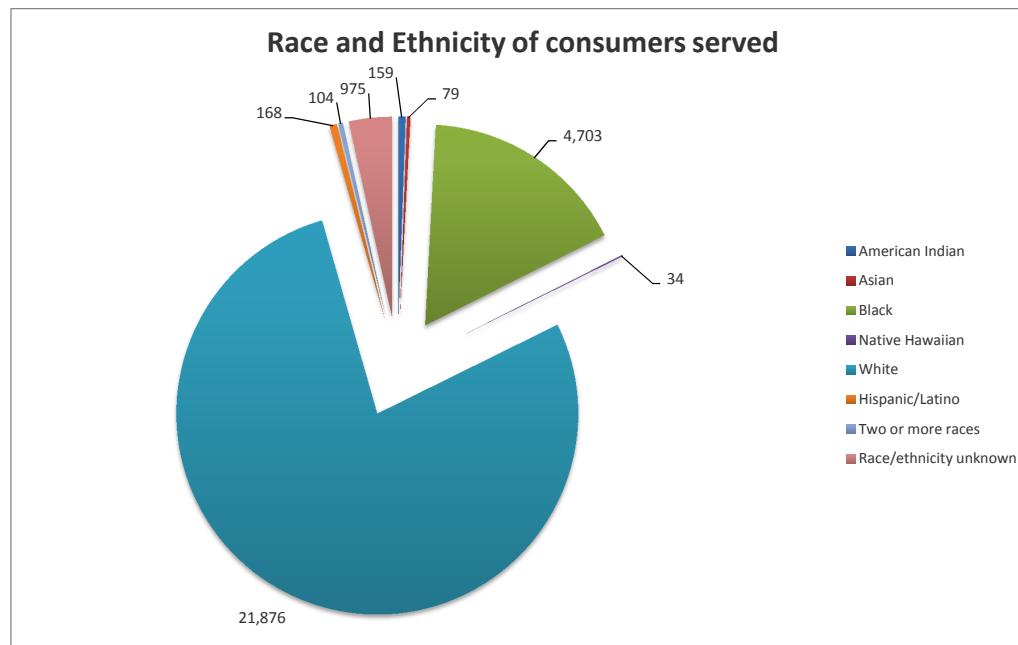
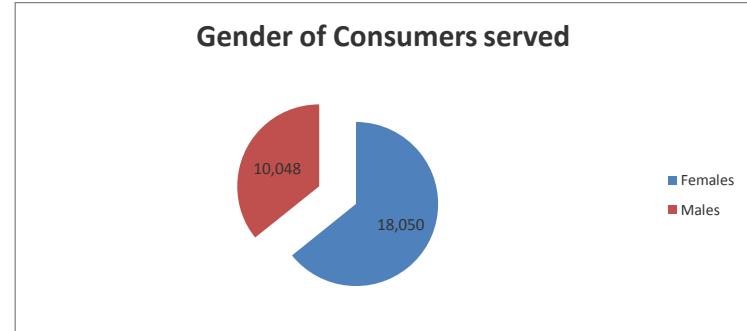
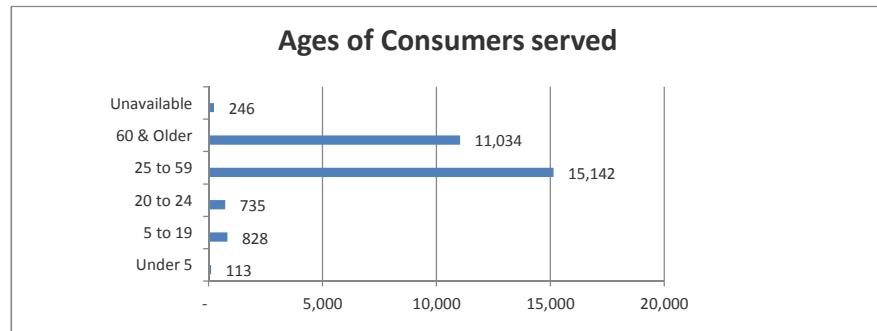
**Research Design:** The population surveyed were consumers of the Centers for Independent Living (CILs) involved with the IL program

**Data Analysis:** The consumer responses were tabulated for each query. The following pages report the services being received by the consumers surveyed. As indicated by the results, some consumers receive multiple services. The responses are included in this report for each service the consumer indicated they received.

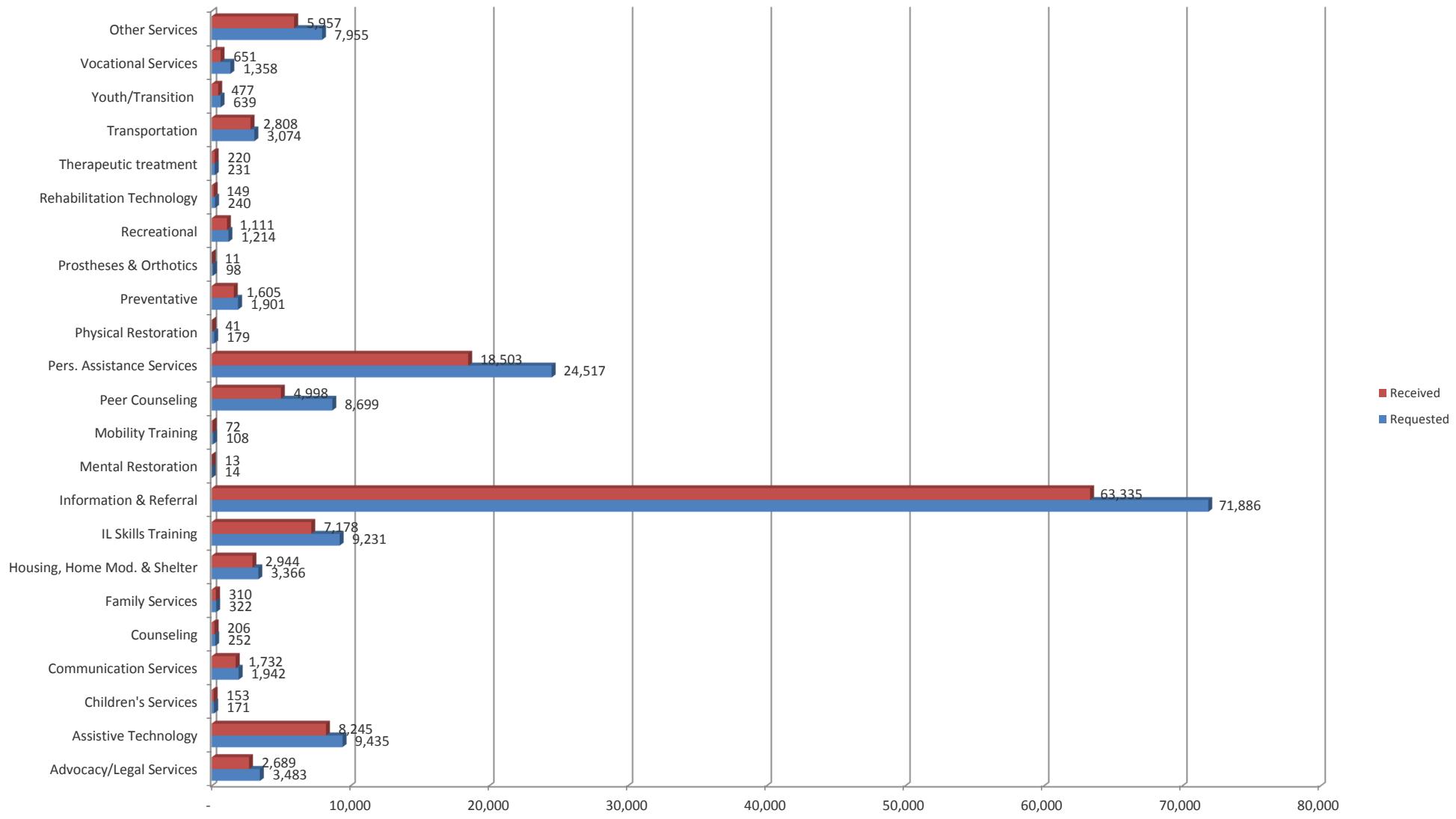
**Report Format:** Pages 3-5 show demographics of all persons served during the Federal Fiscal Year by the 22 Centers for Independent Living (CILs) as reported annually by the CILs to the Office of Adult Learning and Rehabilitation Services within the Department of Elementary and Secondary Education. For each of the service areas there are two pages with questions/graphs each followed by a comment page. The first question asks if the consumer received the service, the second question reports the level of satisfaction with those services. During the survey, if the consumer responded they were **Somewhat Satisfied or Dissatisfied** a follow up question of **How the services could have been better** was asked and a representation of the comments received is included on the next page of the report.

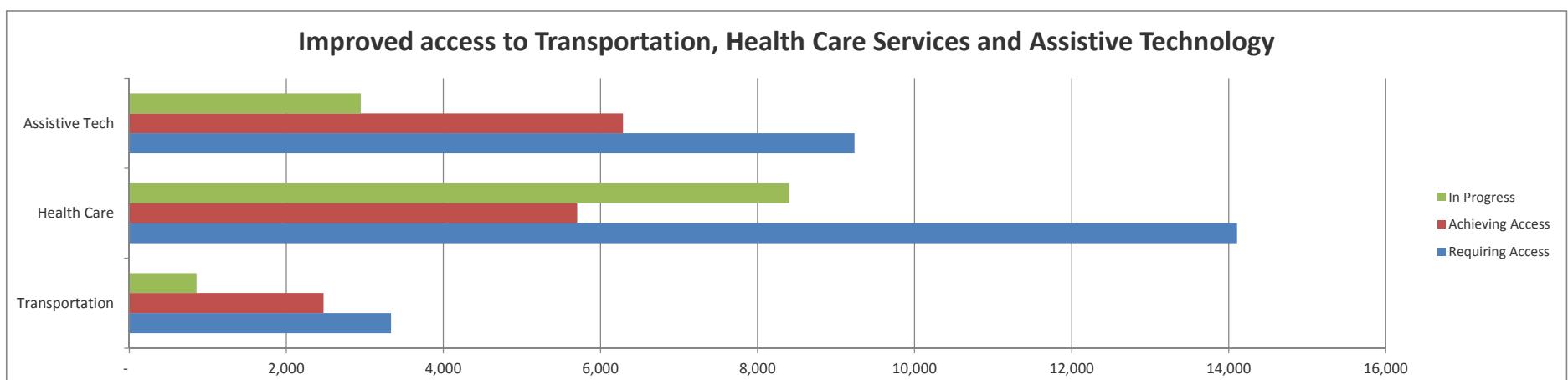
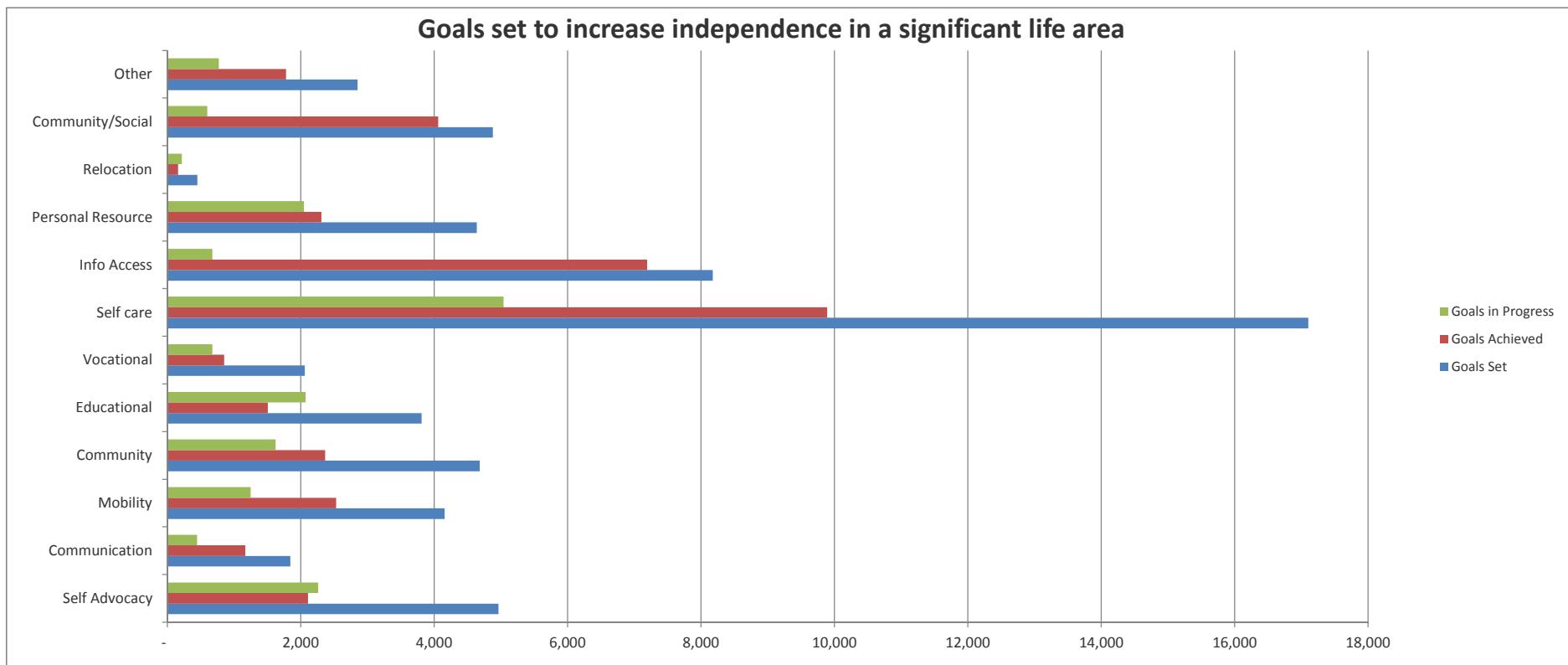
The third page for each service shows whether the consumer felt they gained knowledge, skill and/or independence from the service and whether the service made a positive change in the life of the consumer. During the survey, consumers responding "yes" to the question: **Did the service received make a positive change in your life**, were asked a follow up question of **What change did it make**. A representation of the responses from the survey are included in this report on the page(s) following the satisfaction questions for each corresponding service.

Total Number of Consumers served in Missouri by 22 Centers for Independent Living: 28,098



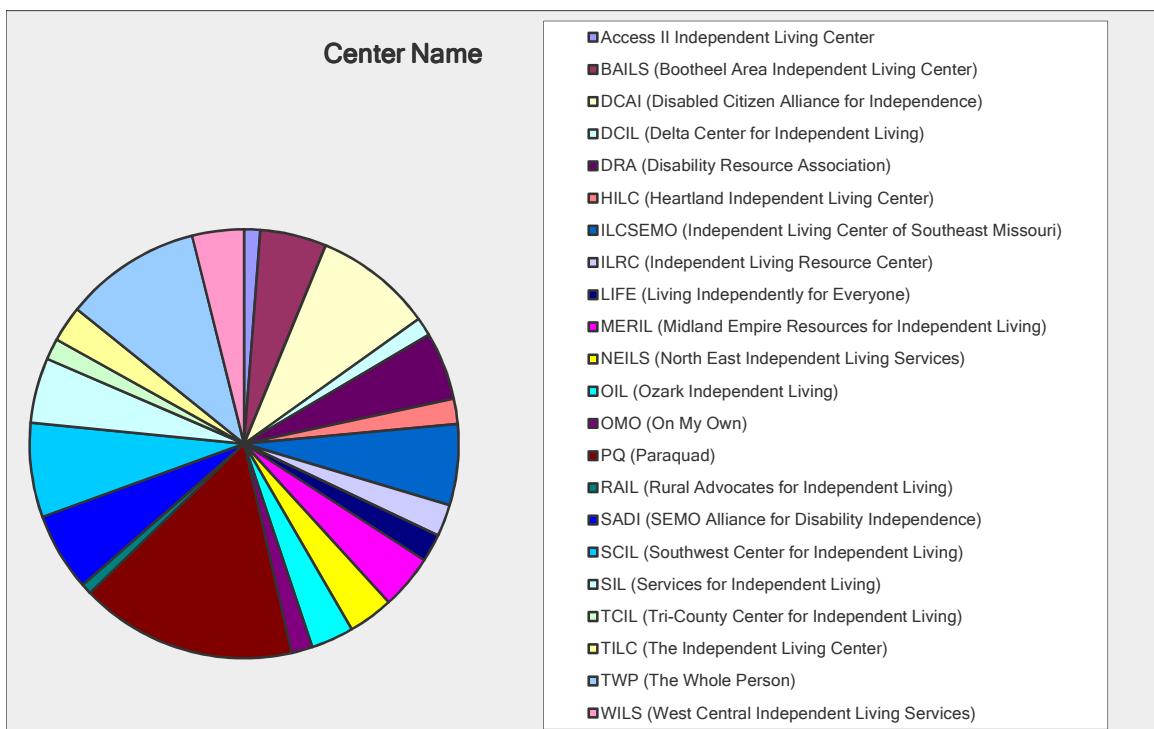
### Services requested and received by consumers





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Center Name	Answer Options	Response Percent	Response Count
Access II Independent Living Center	1.2%	54	
BAILS (Bootheel Area Independent Living Center)	5.0%	225	
DCAI (Disabled Citizen Alliance for Independence)	8.9%	400	
DCIL (Delta Center for Independent Living)	1.4%	65	
DRA (Disability Resource Association)	5.1%	230	
HILC (Heartland Independent Living Center)	1.9%	86	
ILCSEMO (Independent Living Center of Southeast Missouri)	6.1%	276	
ILRC (Independent Living Resource Center)	2.4%	109	
LIFE (Living Independently for Everyone)	2.1%	95	
MERIL (Midland Empire Resources for Independent Living)	4.1%	185	
NEILS (North East Independent Living Services)	3.4%	154	
OIL (Ozark Independent Living)	3.2%	145	
OMO (On My Own)	1.6%	70	
PQ (Paraquad)	16.3%	738	
RAIL (Rural Advocates for Independent Living)	0.8%	37	
SADI (SEMO Alliance for Disability Independence)	5.9%	266	
SCIL (Southwest Center for Independent Living)	7.1%	321	
SIL (Services for Independent Living)	4.9%	223	
TCIL (Tri-County Center for Independent Living)	1.6%	70	
TILC (The Independent Living Center)	2.7%	124	
TWP (The Whole Person)	10.3%	467	
WILS (West Central Independent Living Services)	3.9%	176	
		<b>answered question</b>	<b>4516</b>
		<b>skipped question</b>	<b>0</b>



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### Are you a United States Veteran?

Answer Options	Response Percent	Response Count
Yes	9.4%	396
No	90.6%	3820
<i>answered question</i>		4216
<i>skipped question</i>		300

### Are you a United States Veteran?

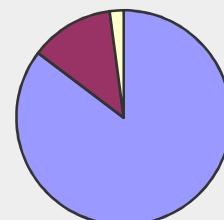


■ Yes ■ No

### Are you eligible for Missouri Medicaid?

Answer Options	Response Percent	Response Count
Yes	85.3%	3596
No	12.6%	533
I don't know	2.1%	87
<i>answered question</i>		4216
<i>skipped question</i>		300

### Are you eligible for Missouri Medicaid?

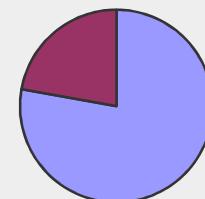


■ Yes  
■ No  
□ I don't know

### Are you a registered voter?

Answer Options	Response Percent	Response Count
Yes	77.8%	3276
No	22.2%	937
<i>answered question</i>		4213
<i>skipped question</i>		303

### Are you a registered voter?



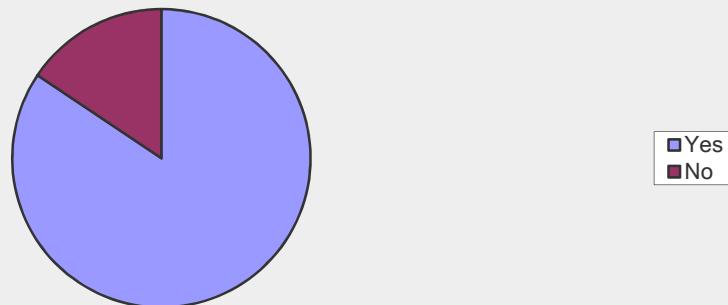
■ Yes ■ No

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### Do you vote for elected officials?

Answer Options	Response Percent	Response Count
Yes	84.4%	2765
No	15.6%	512
<i>answered question</i>		3277
<i>skipped question</i>		1239

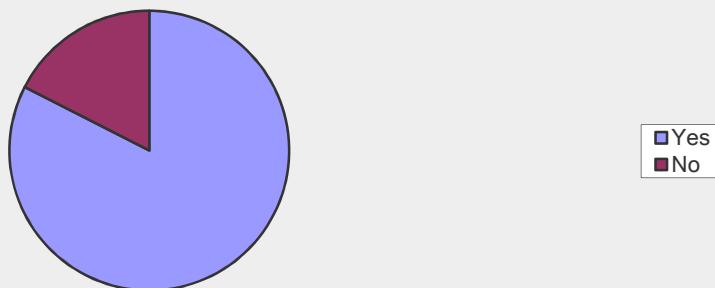
### Do you vote for elected officials?



### Do you have knowledge of emergency resources in your area in the event of a storm, fire, tornado, flood, earthquake, etc.?

Answer Options	Response Percent	Response Count
Yes	82.5%	3456
No	17.5%	733
<i>answered question</i>		4189
<i>skipped question</i>		327

### Do you have knowledge of emergency resources in your area in the event of a storm, fire, tornado, flood, earthquake, etc.?

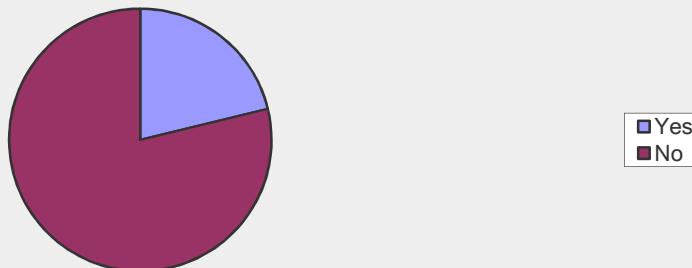


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Did you receive any Advocacy services? Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.

Answer Options	Response Percent	Response Count
Yes	21.2%	888
No	78.8%	3301
	<i>answered question</i>	<b>4189</b>
	<i>skipped question</i>	<b>327</b>

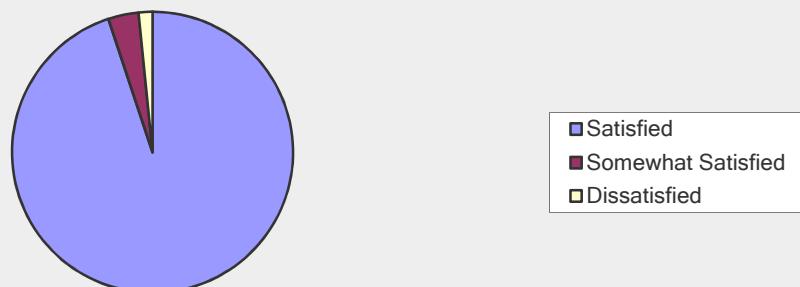
Did you receive any Advocacy services? Assistance and /or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.



What was your experience with the ADVOCACY services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.0%	848
Somewhat Satisfied	3.5%	31
Dissatisfied	1.6%	14
	<i>answered question</i>	<b>893</b>
	<i>skipped question</i>	<b>3623</b>

What was your experience with the ADVOCACY services you received?



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Advocacy service could have been better.

*answered question* 57  
*skipped question* 4459

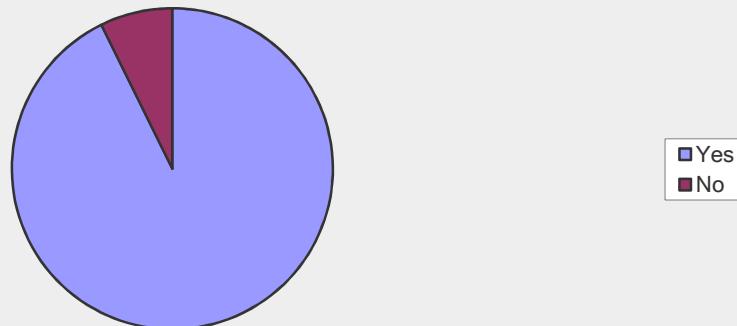
- 1 Maybe more follow-through with difficult situations.
- 2 Wasn't what I expected
- 3 I am dissatisfied with the advocacy services I received due to staff's behavior. Their communication did not match mine. They sign too fast.
- 4 I could have been given more information.
- 5 I needed more hours, and I didn't get them.
- 6 Did not get help from the services we referred her to.
- 7 I am not satisfied with the IL Specialist because I need better communication. The communication style does not match my need. I feel put-off because I am not taught how to figure things out. I am told to "figure it out" because they do not have the time and feel I should know how to do it. I was not taught how to properly handle the situation. They communicate/sign so fast and I can't keep up. There is a language breakdown and the communication is not enough. I have to keep asking for language clarification. They are not a good communication match for my needs.
- 8 Not satisfied because of too many scheduling mix-ups. Also, the communication does not match my need. I feel I do not make my own decisions and there is a lot of scheduling mishaps. I do not feel like I have control over the situation. I do not receive enough explanation. There is not enough patience when they are trying to explain things to me. Their way of communication is not enough.
- 9 More information in general.
- 10 When I tried to get help they couldn't help me with anything I needed help with
- 11 Needed help with housing, due to her home foreclosure
- 12 I felt like they gave me the run around and did not answer my questions
- 13 Lack of resources that use Sign Language Interpreters, mainly Police Departments.
- 14 One of the staff was rude to me.
- 15 You really don't do much to help people at all in my experience. He didn't really make any helpful suggestions. His idea would have taken too long. I took care of it myself.
- 16 I'm living in a nursing home right now. I'm trying to get into my own apartment. I know that's what the CIL specializes in. Getting out of a nursing home and getting independent. People said I need 24-hour-care. I've been trying to work on this for 5 years. Getting very discouraged.
- 17 Got info but did not really help her

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### Did you gain knowledge, skill and/or independence from the ADVOCACY service?

Answer Options	Response Percent	Response Count
Yes	92.7%	828
No	7.3%	65
<i>answered question</i>		893
<i>skipped question</i>		3623

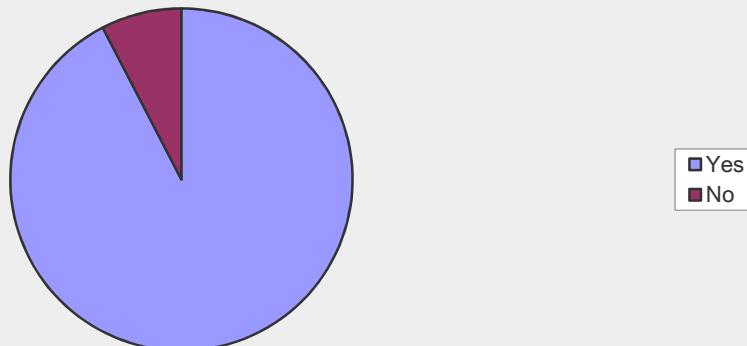
### Did you gain knowledge, skill and/or independence from the ADVOCACY service?



### Did this ADVOCACY service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	92.4%	819
No	7.6%	67
<i>answered question</i>		886
<i>skipped question</i>		3630

### Did this ADVOCACY service make a positive change in your life?



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### If Yes, what change did this ADVOCACY service make?

*answered question* 684  
*skipped question* 3832

- 1 I got my services back in my home.
- 2 It helped me find out what's available for me.
- 3 I got the services back that were eliminated from my Care Plan. I feel better about living at home.
- 4 I try to keep up on benefits and things that can help me. I keep up with the news.
- 5 The CIL went to my IEP meeting, and I have improved my skills a lot since then because the teachers actually work with my goals now.
- 6 Taught me how to talk to the school in a better way about my son
- 7 They helped me get the better supplies I needed to breathe.
- 8 I needed help getting my diabetic supplies
- 9 I learned about my Ticket to Work and other benefits that I didn't know about before.
- 10 I am more empowered to earn my education and become a special education teacher.
- 11 Having an advocate empowered me, and I have the information to use in case the situation occurs again.
- 12 She knows what to do if she needs the help again
- 13 I got my school to give me what is on my plan so I can graduate when I'm supposed to. My mom is very happy with the CIL and I am too.
- 14 I can remain in my home instead of going to a facility, and I am independent and happier.
- 15 I learned how to advocate for myself by watching a pro. I like how she taught me it is okay to ask questions even if the person makes you think they are in control and there isn't an appeal procedure.
- 16 Everything worked out so I can carry on my life without stuff depressing me because of no income.
- 17 I learned how to take on the state when I know they are wrong. At first I wasn't going to appeal their decision, and the more I talked to my ILS about my services and needs, I decided it was best for me to appeal. The CIL helped me prepare for the appeal, and I won. It was stupid for me to lose the services in the first place, and I think they knew they messed up. I feel pretty good about being a good advocate now that I know how.
- 18 I lost all my hours except for a few, so I couldn't have things done in my home that needed to be home. The state gave me 5 minute for a bath three times a week, and I'm unsure how that is even possible. My ILS helped me get the hours back that I needed, and I appreciate it so much because I was going to have my daughter move back in with me to take care of the things that couldn't get done by my attendant.
- 19 Lowered my cost of living.
- 20 It helped me understand the service better for future calls.
- 21 more independent now
- 22 I'm comfortable talking with them. They help explain and clarify things so I can understand.
- 23 I was going to lose my attendant because I didn't meet the level of care, which I didn't think that was right since I can't do most things for myself. I called my ILS and explained the situation. She assisted me with the appeal, and I won. Not only did I get my services restored, I was also given 3/4 of an hour more per day. I have a higher quality of life when I have an attendant, and I would go into a nursing home if I didn't have one.
- 24 I learned how to run my own IEP meeting.
- 25 I was able to remain in my apartment with my service dog. The manager told me that I couldn't live in their apartments unless I paid a deposit for my service animal, and the non-refundable deposit was \$700. I didn't think that was fair, so I called the CIL. They gave me the regulations that allowed service animals in housing. I gave that information to the manager, and he said that I could stay and didn't have to pay the non-refundable deposit.

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### If Yes, what change did this ADVOCACY service make?

*answered question* 684  
*skipped question* 3832

- 26** They got me into the library to take computer classes and that helped out a lot in learning how to work the computer.
- 27** I am more confident discussing civic matters pertaining to disability.
- 28** I became independent.
- 29** They have taught me to advocate for myself and it helped me get something for my apartment.
- 30** I started volunteering
- 31** I do not have arms, so it was a great help to have someone to help with my paperwork.
- 32** The girl that assisted me with advocacy with my doctor was great. I had to switch doctors and still have not received my power chair because of the insurance process but I know the girl assisting me will not quit until I obtain what I need.
- 33** Although it took awhile Advocacy helped me get the incontinence briefs I needed to remain independent in my community.
- 34** My ILS to provide advocacy by helping me fill out a grant to USDA for a furnace.
- 35** I now live in my own home away from the nursing home I was stuck in for a few years.
- 36** My worker helped me find a job
- 37** I am hoping it results in my having \$2.40 extra every month without the drug penalty
- 38** Helped me learn what my options were and gave me resources
- 39** They advocated to get an in home Dr. for me and now he comes to my home
- 40** When you know someone is there to encourage you, it makes a difference.
- 41** It gave me the power to know I could change something.
- 42** I have learned that I can get out and be just like everybody else
- 43** Made me understand my rights as a citizen. Understand the law between landlord and tenant.
- 44** I had help from my caseworker to vote. Then she helped me apply for disabled voter. Now I am applying for absentee voting. I couldn't have done it all without her help.
- 45** I had help registering to vote. And after I became a voter I applied to be a disabled voter.
- 46** I needed help with the housing authority applications. ILS worker called the office and asked questions for me and explained to me the reason. I was able to get moved in much quicker than I expected after my application was filled out correctly. It is nice to know someone can explain to me and ask questions for me when needed.
- 47** It made me feel that even if you are disabled, you can still achieve what you want in life.
- 48** A year ago, I was in a nursing home. I gained more privacy, more independence, and I got to feel like a real person again. I get to make choices on what I eat, what I watch, when I get up and go to bed. It is a lot easier to sleep at night.
- 49** Empowered me, good to know things about my disability claims and that there is help out there and I don't have to do it on my own.

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Did you receive any Benefits Advisement services? Assistance with benefits planning for employment, disability, and/or retirement purposes. This may include coordination between other agencies including Vocational Rehabilitation, Social Security Administration, and Social Services.

Answer Options	Response Percent	Response Count
Yes	7.6%	318
No	92.4%	3856
	<i>answered question</i>	<b>4174</b>
	<i>skipped question</i>	<b>342</b>

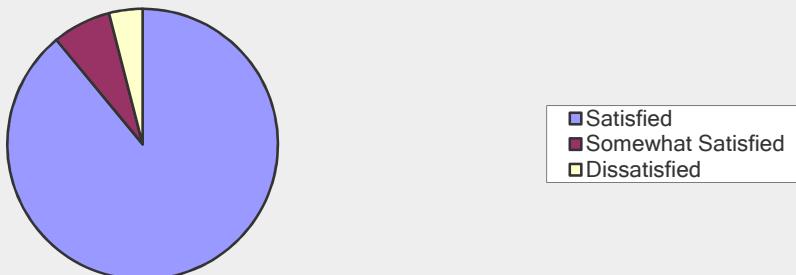
Did you receive any Benefit Advisement services?



What was your experience with the BENEFITS ADVISEMENT services you received?

Answer Options	Response Percent	Response Count
Satisfied	89.0%	292
Somewhat Satisfied	7.0%	23
Dissatisfied	4.0%	13
	<i>answered question</i>	<b>328</b>
	<i>skipped question</i>	<b>4188</b>

What was your experience with the BENEFITS ADVISEMENT services you received?



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Benefits Advisement service could have been better.

*answered question* 38  
*skipped question* 4478

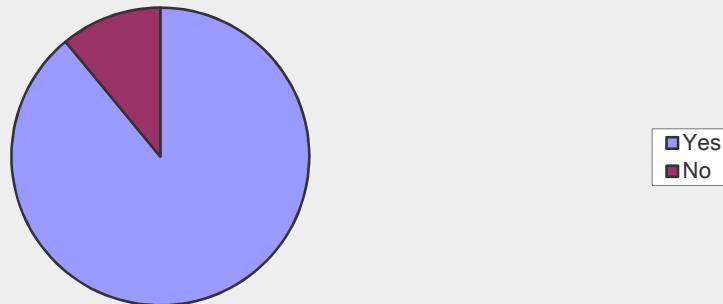
- 1 With the blind.
- 2 They just dropped me for wrong reasons.
- 3 The food stamp amount isn't adequate.
- 4 Getting help that is needed
- 5 I really don't feel that VR is really interested in the well being of the consumer. Just another number.
  
- 6 I need a new brace and can't work without it. I was advised to apply for medical assistance for workers with disabilities, but I haven't done it
- 7 Make more contact with caseworker.
- 8 Tried to get a grant through Midwest special needs but they denied the grant.
- 9 More time spent in meetings, explaining benefits, etc. I did not like feeling rushed.
- 10 Less paper work.
- 11 They never answered my questions
- 12 Having more assistance with going back to work due to my disability.
- 13 Could have received better services.

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Did you gain knowledge, skill and/or independence from this BENEFITS ADVISEMENT service?

Answer Options	Response Percent	Response Count
Yes	89.0%	292
No	11.0%	36
<i>answered question</i>		328
<i>skipped question</i>		4188

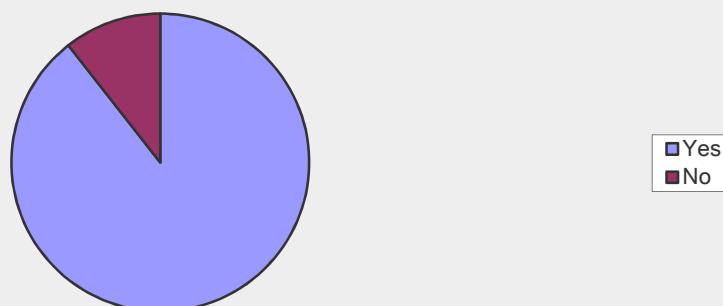
Did you gain knowledge, skill and/or independence from this BENEFITS ADVISEMENT service?



Did this BENEFITS ADVISEMENT service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	89.4%	288
No	10.6%	34
<i>answered question</i>		322
<i>skipped question</i>		4194

Did this BENEFITS ADVISEMENT service make a positive change in your life?



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### If Yes, what change did this BENEFITS ADVISEMENT service make?

*answered question* 233  
*skipped question* 4283

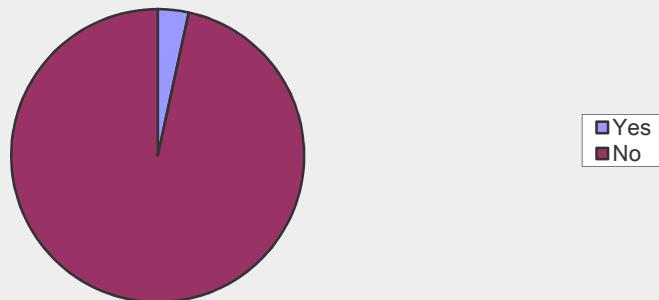
- 1 I was able to make some much needed decisions about the services that I needed before I lost them from a careless mistake because I didn't know any better.
- 2 I feel better knowing that the information is in my IEP because it wasn't before the transition meeting.
- 3 The CIL helped me with figuring out my benefits and how to make the most of my resources.
- 4 I continue to receive my benefits even when FSD said I had too many resources since I had a 529 Account for my grandchild. The CIL helped me straighten that out, and they had to replace the money that I was told had to be spent for me to have services.
- 5 I learned I am entitled to retirement benefits after 12 years of being told that I couldn't access it because of my age, which wasn't true.
- 6 I needed some assistance with coordinating benefits between the VA and SSA, and I called and talked to the CIL. I learned about my options, which worked out very well. Thank you for the help and expertise!
- 7 Better way of living. You helped me get services in my home.
- 8 It has helped me be able to stay at home.
- 9 You help me get approved for in home services.
- 10 Now I have in home services.
- 11 Just, made me familiar - different atmosphere friendly - treated me like adult not like a child.
- 12 I received great information
- 13 All these things definitely make positive changes when I didn't even know about them.
- 14 Helped him to understand the process of soc. sec. benefits.
- 15 My casework made me aware of benefits that I qualified for. Those benefit have helped me and my family.
- 16 Helped me decide to go to work.
- 17 It helped me find other services.
- 18 Hoped it would allow me to get Medicaid but my income is too high
- 19 The service helped her gain knowledge about her benefits.
- 20 On a scale of 1 to 10 I'd give them a 99.
- 21 Made consumer happy.
- 22 Having someone that understands Medicare Benefits on staff to talk with.
- 23 He states positive because he was able to determine that he did qualify for benefits.
- 24 Assistance with employment
- 25 I was helped with vocational rehab services
- 26 My caseworker gave me the information I needed to apply for Medicaid. When I received the forms she helped me fill them out. I now have Medicaid thanks to all the help she gave me.
- 27 I'm back into society and living on my own (used to live in a nursing home).
- 28 I am more knowledgeable on SSA benefits and I know the difference in SSA disability benefits
- 29 Helped me better know how to access services and what my Medicaid covered.
- 30 The knowledge as to what services are available to me.
- 31 It helped to become independent.
- 32 Helped in the process of getting out of nursing home.

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Did you receive any EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL services? This would include job training, placement, development, resume development, interviewing skills, job seeking and retention skills, as well as referral for other employment services as needed.

Answer Options	Response Percent	Response Count
Yes	3.4%	143
No	96.6%	4028
	<i>answered question</i>	<b>4171</b>
	<i>skipped question</i>	<b>345</b>

Did you receive any EMPLOYMENT ADVISEMENT, TRAINING, and/or referral SERVICES?



What was your experience with the EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL services you received?

Answer Options	Response Percent	Response Count
Satisfied	81.7%	116
Somewhat Satisfied	12.0%	17
Dissatisfied	6.3%	9
	<i>answered question</i>	<b>142</b>
	<i>skipped question</i>	<b>4374</b>

What was your experience with the EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL services you received?



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If you chose, Somewhat Satisfied or Dissatisfied, please describe how the EMPLOYMENT ADVISEMENT, TRAINING, AND/OR REFERRAL service could have been better.

*answered question* 26  
*skipped question* 4490

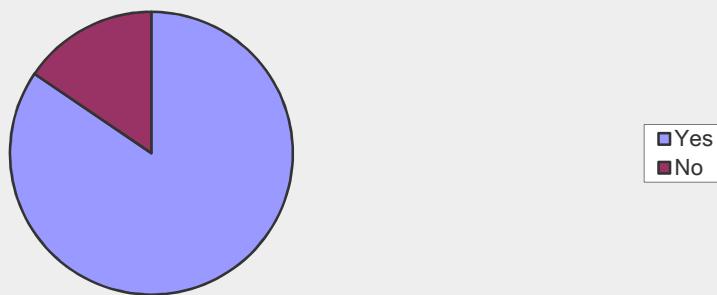
- 1 Could have been more knowledgeable of their resources.
- 2 Sit face to face.
- 3 Communication, more communication between me and person I was working with, wanted more one on one.
- 4 Could be more informed as a Peer Consultant.
- 5 They tried but I found a job on my own.
- 6 Be more supportive.
- 7 Could make more time to work with me.
- 8 Listened more to my needs.
- 9 I found a job on my own.
- 10 I don't know, undecided about the service. Did do a resume for me, I appreciate that.
- 11 It was good but I would never use it again. I'm very high functioning. I think you cater to people who are not. I don't want to use my disability as a crutch. I don't want to get a job because of my disability.
- 12 Specialist was really helpful with things I didn't understand.
- 13 They should have more advertisement.
- 14 Helped with finding a job
- 15 It would have been better if they kept in contact with me. I feel like they were keeping in contact with me for the first two weeks and then I never heard anything.
- 16 He didn't do anything. He wanted me to come down there an work on a computer. I quit in the 8th grade. I'm 58 years old and he told me to go back to school and get a diploma. I just want to stay around here. I don't drive anymore. I lost my son 3 years ago this month.

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Did you gain knowledge, skill and/or independence from this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service?

Answer Options	Response Percent	Response Count
Yes	84.5%	120
No	15.5%	22
<i>answered question</i>		142
<i>skipped question</i>		4374

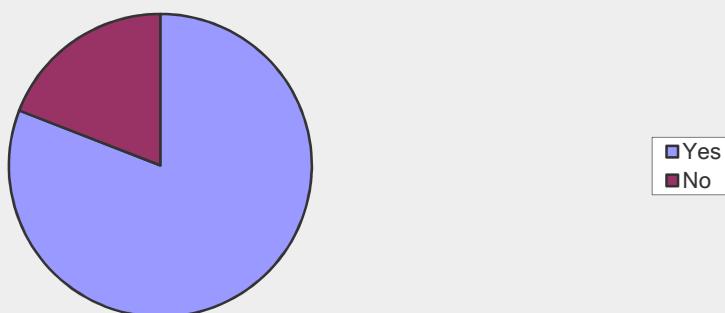
Did you gain knowledge, skill and/or independence from this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service?



Did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	80.9%	114
No	19.1%	27
<i>answered question</i>		141
<i>skipped question</i>		4375

Did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make a positive change in your life?



## Annual IL Outcomes Survey FY13

If Yes, what change did this EMPLOYMENT ADVISEMENT, TRAINING, and/or REFERRAL service make?

*answered question* 103  
*skipped question* 4413

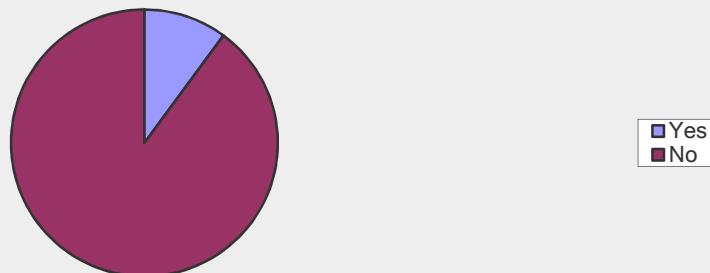
- 1 I was going to quit working because I didn't understand how my ticket worked and I was afraid of a spenddown, which I don't even closely understand. The CIL helped me with the information and I was able to remain employed with the ticket and not have a spenddown.
- 2 I called the CIL when I was being discriminated against at work. They advised me of my rights and of the avenue to make a complaint with the Human Rights Commission. They helped me file the claim. The discrimination immediately stopped after I received a letter from the HRC saying I had a right to file suit. After the issue was resolved, I signed my release of complaint. I feel empowered to keep my job and know my rights!
- 3 I learned what VR can do when they start working with me. I was able to start an assessment of my interests and skills with the CIL in the meantime.
- 4 I participated in the work readiness classes, and I got a job after learning how to apply and make a resume. I have been at my job for 5 weeks, and I think I'm doing a good work.
- 5 The CIL helped me file a discrimination complaint against an employer who used my disability against me. I felt empowered with the information that I received and knowing that laws protect me against this kind of discrimination.
- 6 I learned how to complete a resume and participate in an interview for a job.
- 7 The classes prepared me for applying at different jobs in Columbia.
- 8 I learned some things to find a job, which I did.
- 9 Provided me with more income and helped me feel productive.
- 10 Helped me know what to do for an interview.
- 11 Helped me learn job skills.
- 12 It has added to my positive change.
- 13 I have learned how to complete a resume to be presentable to employers. I also have a couple of jobs lined up after school. The CIL has been a positive experience for me and my family.
- 14 I learned a new skill.
- 15 Getting out looking for jobs.
- 16 Helped locate employment.
- 17 Knowing what to do in an interview.
- 18 I attended Mentoring day and went to a business and learned about VR and soft skills
- 19 I work a part-time job. Would like more hours but love the job. I am able to meet more monthly expenses working.
- 20 I'm a traveling tutor now.
- 21 Helped me see if I was able to do tasks.
- 22 Got a lot of help on applications and dos and don'ts.

## Annual IL Outcomes Survey FY13

Did you receive any Home Modification services? These services are related to securing housing or shelter, adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by individuals with significant disabilities).

Answer Options	Response Percent	Response Count
Yes	10.1%	421
No	89.9%	3748
	<i>answered question</i>	<b>4169</b>
	<i>skipped question</i>	<b>347</b>

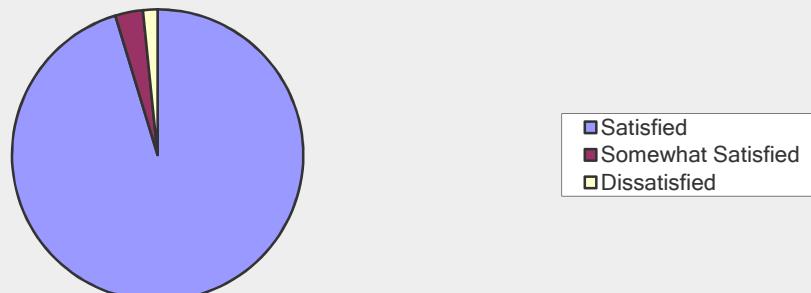
Did you receive any Home Modification services?



What was your experience with the HOME MODIFICATION services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.3%	405
Somewhat Satisfied	3.1%	13
Dissatisfied	1.6%	7
	<i>answered question</i>	<b>425</b>
	<i>skipped question</i>	<b>4091</b>

What was your experience with the HOME MODIFICATION services you received?



## Annual IL Outcomes Survey FY13

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Home Modification service could have been better.

*answered question* 40  
*skipped question* 4476

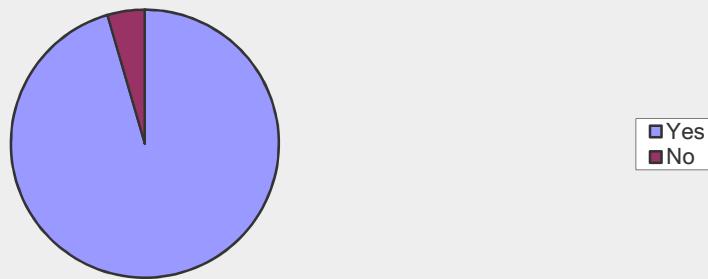
- 1 Steps had to be moved to have underpinning replaced
- 2 I had to wait too long to get my ramp, so I cancelled my services.
- 3 Metal plate at bottom makes it hard to get up.
- 4 Hasn't gotten anything done yet.
- 5 Bottom part is too steep. No one has had time to make adjustments.
- 6 A bathroom seat but it was so old she didn't want to use it.
- 7 I was satisfied with the service I received but not the lack of funding.
- 8 Help with getting electric stove.
- 9 I got a wheelchair and a ramp outside my door but now as I need it more and more I will need larger doors. I don't think that they'll help with that too and I hate to ask
- 10 I needed a ramp but did not like the way it had to be built due to following ADA guidelines. It made it very long.
- 11 Could have done better on the work.
- 12 No availability to front of building.
- 13 I need your organization to help me with my home modification.
- 14 The material was used and nails were bent. Riding up and down in my chair, I sometimes feel like I may do something to my tires. It was built correctly and still works fine. I did have to wait so long after the worker came out and filled out paperwork. Then I had to pay a \$100 down to get them started on the ramp.
- 15 (Converting Hoyer lift into weight scale): There was not enough room to raise it up. They tried several times, but we still can't weigh him.
- 16 I moved and then they wouldn't built a ramp where I moved to, said it wasn't in their area so they told me to call somewhere else.

## Annual IL Outcomes Survey FY13

Did you gain knowledge, skill and/or independence from this HOME MODIFICATION service?

Answer Options	Response Percent	Response Count
Yes	95.5%	406
No	4.5%	19
	<i>answered question</i>	425
	<i>skipped question</i>	4091

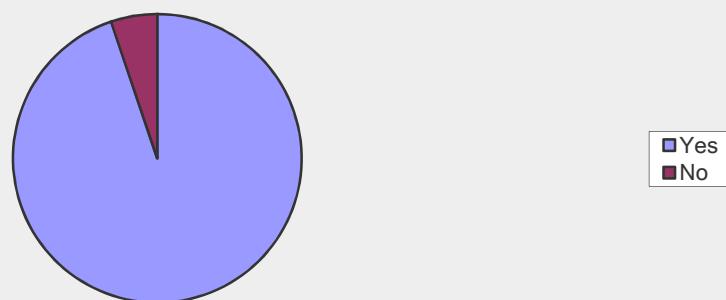
Did you gain knowledge, skill and/or independence from this HOME MODIFICATION service?



Did this HOME MODIFICATION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	94.8%	401
No	5.2%	22
	<i>answered question</i>	423
	<i>skipped question</i>	4093

Did this HOME MODIFICATION service make a positive change in your life?



## Annual IL Outcomes Survey FY13

### If Yes, what change did this HOME MODIFICATION service make?

*answered question* 338  
*skipped question* 4178

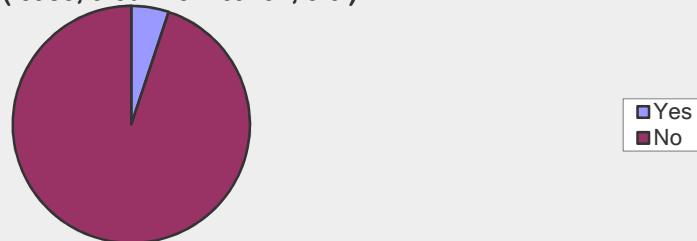
- 1 I am very satisfied with the help I got from the CIL. I was on the wait list for a long time, but it was worth it. I am more independent than I have been in a long time. Thank you, I appreciate my ramp with each day that passes because my strength is starting to go.
- 2 I had to have a ramp to get in my house because I cannot do stairs anymore
- 3 I can take a shower without as much help
- 4 Wow, you guys did such a good job that I feel good about living every day. I can get out of my home now. I can just go outside and sit on the ramp without having fear of falling off. I love my ramp, and I hope you guys keep building them for people who need them like me. Every day I feel good about being able to do stuff outside without having to rely on someone to get me out there. Thank you, thank you, thank you!
- 5 I have more access to the outdoors when I want to be outside. It feels good to have that kind of freedom. The ramp is awesome, and I am very thankful.
- 6 Made my home warmer
- 7 I had some work done on my bathroom, and I am able to get in and out of the shower by myself. I fell several times before someone told me to call the CIL. I haven't fallen since I have the things that were needed.
- 8 She stated that the railing has prevented her from falling down the stairs several times.
- 9 The heat was making it hard for her to remain in her home. She discussed how she felt like the air conditioner made her life better and it saved her from getting sick from the heat.
- 10 My son is now able to mobilize in/out of our house on his own because of the ramp installation provided by the CIL.
- 11 Gives me more independence and a little more pride
- 12 The hand held shower head made it safer for me to take a shower.
- 13 Ramp repair and grab bars give me a feeling of security in and around my home. Very thankful for this help.
- 14 Before the center helped me the floor was rotting in my bathroom and it was unsafe. Now I have a new shower/tub and toilet. The center also put in a ramp for me. Now I can get in and out of my house.
- 15 The ramp I received has helped me so much. Without it I was having to slide down the steps on my bottom. I can now out of my home on my own.
- 16 I rent the home I live in and have been here for several years. I got to the point that I needed a ramp. Your office told me I should discuss it with my landlord and he built me one.
- 17 Now I can give my son a bath. Thank you.
- 18 My home entrance door, bedroom and bathroom doors are widened so I can get thru my home easier with my power chair. I also have a second ramp for emergency situations since I live alone.
- 19 My gutters were repaired and rails were put on the side of my stairs. What a difference they both make
- 20 I had a ramp built, weatherization of my home. Weather stripping and plastic over my windows. It make a lot of difference in my electric bill and kept my house warmer.
- 21 My ramp made it possible for me to get back to attending church and other events. I had problems getting up and down the steps at home.
- 22 I can shower by myself now and I feel more independent. I don't have to have someone there while I shower.
- 23 Made my bathroom easier to use which helps me to be able to stay in my home
- 24 Access is easier for me to get in and out of my house and my bathroom. I can have friends come and visit now that are disabled as well.
- 25 Rebuilt her steps to make them safe

## Annual IL Outcomes Survey FY13

Did you receive any HOUSING REFERRAL OR ASSISTANCE services? These services are related to receiving information on the availability of housing and completing documentation to secure housing (lease, credit verification, etc.)

Answer Options	Response Percent	Response Count
Yes	5.1%	213
No	94.9%	3954
	<i>answered question</i>	4167
	<i>skipped question</i>	349

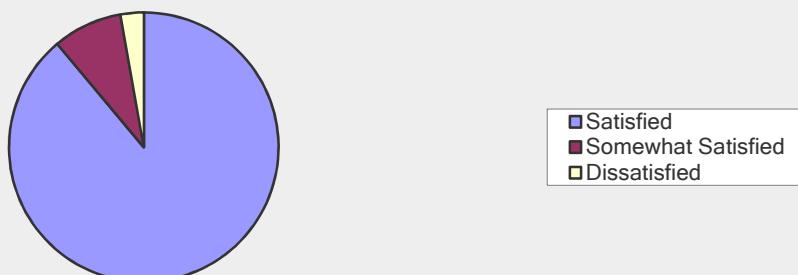
Did you receive any HOUSING REFERRAL OR ASSISTANCE services? These services are related to receiving information on the availability of housing and completing documentation to secure housing (lease, credit verification, etc.)



What was your experience with the HOUSING REFERRAL OR ASSISTANCE services you received?

Answer Options	Response Percent	Response Count
Satisfied	88.9%	192
Somewhat Satisfied	8.3%	18
Dissatisfied	2.8%	6
	<i>answered question</i>	216
	<i>skipped question</i>	4300

What was your experience with the HOUSING REFERRAL OR ASSISTANCE services you received?



## Annual IL Outcomes Survey FY13

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Housing Referral or Assistance service could have been better.

*answered question* 26  
*skipped question* 4490

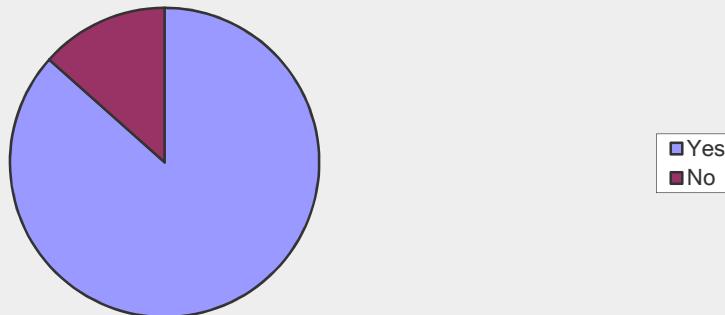
- 1 It would have been better had they rented to me. I think the CIL could have checked that out instead of sending me out to find out for myself.
- 2 Better communication or more staff.
- 3 Work with budget more.
- 4 I was hoping you had housing units is the reason I contacted you.
- 5 Information is not clear which things are not fully accessible or if you have to have some special income class. Information is not presented well.
- 6 Satisfied with specialist, not having luck finding apartments.
- 7 The housing agency treated me poorly.
- 8 Fearful of change, so I haven't spoken with my caseworker yet.
- 9 Didn't really help.
- 10 The list was outdated and was the same list I get from other agencies too. They need to update the list.
  
- 11 I needed more assistance with the paperwork.
- 12 Wasn't happy with the neighborhood.
- 13 If she would have found out if they were handicapped accessible first.
- 14 Have someone go in with me, the places I called didn't work out.
- 15 Still looking.
- 16 Not qualified

## Annual IL Outcomes Survey FY13

Did you gain knowledge, skill and/or independence from this HOUSING REFERRAL OR ASSISTANCE service?

Answer Options	Response Percent	Response Count
Yes	86.6%	187
No	13.4%	29
	<i>answered question</i>	216
	<i>skipped question</i>	4300

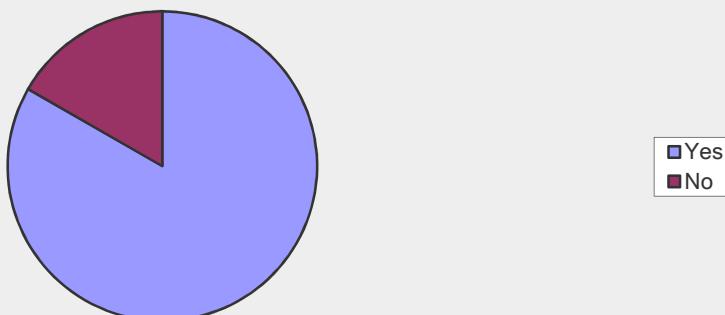
Did you gain knowledge, skill and/or independence from this HOUSING REFERRAL OR ASSISTANCE service?



Did this HOUSING REFERRAL OR ASSISTANCE service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	83.3%	179
No	16.7%	36
	<i>answered question</i>	215
	<i>skipped question</i>	4301

Did this HOUSING REFERRAL OR ASSISTANCE service make a positive change in your life?



## Annual IL Outcomes Survey FY13

### If Yes, what change did this HOUSING REFERRAL OR ASSISTANCE service make?

*answered question* 153  
*skipped question* 4363

- 1 I changed group homes where I feel safer.
- 2 Able to have someone mow yard and is warm in my house
- 3 We found places to go look at and places that were in our budget.
- 4 I found a better place to live.
- 5 I have a home that I'm proud of.
- 6 Helped find housing that I did not know about.
- 7 It's given me a lot more independence.
- 8 I am looking for accessible housing. The housing list I received helped me find several accessible options to choose from.
- 9 Now my rent is lower because it's subsidized. I save money on rent.
- 10 Didn't feel limited to places I could live.
- 11 On list to receive housing.
- 12 I now have a better place to live.
- 13 The rent is lower so I have more money for other living expenses. The apartment is accessible. I can get in and out of the shower by myself.
- 14 I have a greater knowledge of services in the community.
- 15 I now live in an accessible duplex.
- 16 With the list of housing in the area I found an apartment and now out of assisted living
- 17 I was living out of my car, and now I'm in an apartment. The CIL helped me with a deposit.
- 18 I was able to stay in my home because I learned how to advocate for my rights, and I learned what the law says about service animals.
- 19 It helped me to get off the streets. Before this I was homeless
- 20 Lives in more efficient housing. Understands building and safety codes.
- 21 I had help finding a new apartment. One that did not have stairs. I was so glad because I have trouble climbing stairs now.
- 22 I was able to get put on a waiting list for an apartment close to the places I shop and socialize. I needed to feel safe living in my apartment. Now I have an inside entrance to my apartment and the front lobby door is locked at night. I feel safer.
- 23 ILS worker helped me understand questions on the application form I did not understand. I am now in a new apartment and feel safe where I live. I was able to keep my puppy. She is my life.
- 24 I was no longer homeless or living in a hotel. They helped me move into a trailer.
- 25 ILS assisted me in filling out housing applications
- 26 I have my own apartment, I have my own neighbors and friends now. My independence means a lot to me.
- 27 I feel like my apartment is like a mansion compared to an outhouse. I have more room and I don't have to share a bathroom.
- 28 I am looking for a new place to live. I have a list of apartments in the area I want to live in and my caseworker has been helping me a lot.
- 29 ILS is helping me to find housing to move out of nursing home so I can be independent
- 30 It made a wonderful change. I'm more independent and staying by myself and I have a safety rail in my bathtub.
- 31 Just knowing that they're there and trying to help is more than a positive feeling, it's inspirational, it's evidence of things hopeful.
- 32 I gained my independence.
- 33 I can do what I want now living in my own home.
- 34 It gave a home life compared to nursing home.
- 35 It gave me independence.

## Annual IL Outcomes Survey FY13

Did you receive any INDEPENDENT LIVING SKILLS TRAINING services? These may include instruction to develop independent living skills in areas such as personal care, coping, financial management, social skills, and household management. This may also include education and training necessary for living in the community and participating in community activities.

Answer Options	Response Percent	Response Count
Yes	16.2%	673
No	83.8%	3493
	<i>answered question</i>	<b>4166</b>
	<i>skipped question</i>	<b>350</b>

Did you receive any INDEPENDENT LIVING SKILLS TRAINING services?



What was your experience with the INDEPENDENT LIVING SKILLS TRAINING services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.6%	647
Somewhat Satisfied	3.7%	25
Dissatisfied	0.7%	5
	<i>answered question</i>	<b>677</b>
	<i>skipped question</i>	<b>3839</b>

What was your experience with the INDEPENDENT LIVING SKILLS TRAINING services you received?



## Annual IL Outcomes Survey FY13

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Independent Living Skills Training service could have been better.

*answered question* 46  
*skipped question* 4470

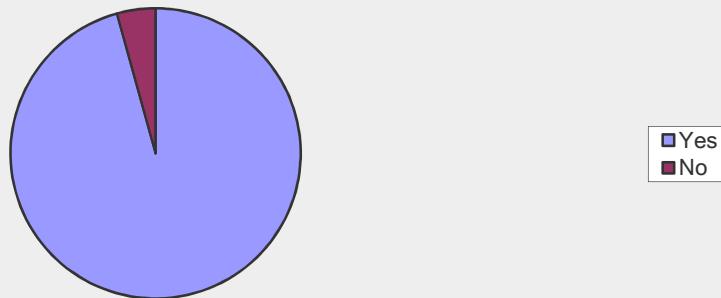
- 1 There is nothing wrong with my mind and sometimes my attendant acts like there is but she's young and thinks she knows it all so that's ok
- 2 I'm not sure.
- 3 She stated that ILS is a nice person but not very personable and the assistance her daughter needed was not met.
- 4 Was not satisfied with CDS program as they said I did not qualify for help.
- 5 I would like it better if they offered more social groups and activities.
- 6 The ILS I had seemed to be prejudiced and rude. She seemed as if she didn't have time for me.
- 7 2 Grab bars for bath tub
- 8 I am dissatisfied because ILS did not know how to resolve the situation. We could not communicate well enough to resolve the issue.
- 9 I am not satisfied because they are always putting me off. They do not follow through with what I need to get done. They did not teach me. When they tried, it was complicated because of communication.
- 10 more time
- 11 We have not been able to get any help. First it was his age when he was 16. Now that he has turned 18, I don't know what the problem is.
- 12 I know that I shouldn't let my kids visit and not clean up after themselves but I hate to ask and make them mad. I found out that they have to because my attendant can't clean up after them.
- 13 I needed help with my budget and getting what I need with what I get. Some of it is still confusing and I still need help
- 14 It took a long time to get my new walker but I like it now
- 15 More information while at home
- 16 Time lapse since intake
- 17 The classes are irrelevant sometimes to her. (From caretaker, guardian). Wish she could have more training that would pertain to her. And they seem to be having less and less, could be better. Either too hard or not much going on. Probably due to low funding, which is no-ones fault.
- 18 They should be able to visit the client once a month instead of every three months and be able to help me with what I need to do or give me resources or referrals.
- 19 I had a reading problem, so it interfered with learning the computers. They were good teachers. Someone sat down with me one on one during last two weeks.
- 20 I believe that I really did not get enough information or resources.
- 21 It gives me time to work on the computer, but I don't have one of my own.
- 22 He suggests things and I can only do some things.

## Annual IL Outcomes Survey FY13

Did you gain knowledge, skill and/or independence from this INDEPENDENT LIVING SKILLS TRAINING service?

Answer Options	Response Percent	Response Count
Yes	95.7%	648
No	4.3%	29
<i>answered question</i>		677
<i>skipped question</i>		3839

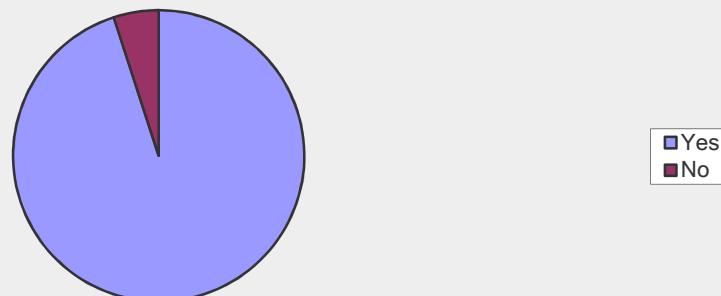
Did you gain knowledge, skill and/or independence from this INDEPENDENT LIVING SKILLS TRAINING service?



Did this INDEPENDENT LIVING SKILLS TRAINING service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	95.0%	640
No	5.0%	34
<i>answered question</i>		674
<i>skipped question</i>		3842

Did this INDEPENDENT LIVING SKILLS TRAINING service make a positive change in your life?



## Annual IL Outcomes Survey FY13

If Yes, what change did this INDEPENDENT LIVING SKILLS TRAINING service make?

**answered question** 543  
**skipped question** 3973

- 1 I learned more skills necessary to live independently and direct my own care. I feel more informed about regulations and policies that keep me eligible.
- 2 I have learned a lot of stuff that I will need when working or trying to find a job.
- 3 I am active in Wii and that has helped me learn skills. My parents appreciate the CIL for putting this on because it is someone else that can be a mentor to me.
- 4 I have learned how to manage my home, learned budgeting skills, and am learning new recipes. This makes me feel better about living independently without so much help.
- 5 It has helped to keep me in my own home.
- 6 I feel better equipped to live at home and self-direct my care. I also have a manual for refreshing my understanding of living independently by hiring attendants.
- 7 I'm able to get my testing supplies a little cheaper with the help of my caseworker and any little bit helps. I thought I knew all of the best ways to do these things but my caseworker is so helpful and I have learned to listen
- 8 I'm learning how to cook.
- 9 I'm learning how to be independent because I don't always want to live with my parents.
- 10 I learned how to apply for jobs.
- 11 I learned a bunch of stuff like cooking and handling kitchen knives and utensils.
- 12 I got good ideas on how to make my house easier to use my breathing supplies I need and I do breathe better with less turmoil going on
- 13 I have learned how to put some excellent dishes together from Cooks in the Kitchen. I just wish there were more classes for those of us who take longer to learn. And, I enjoy socializing with everyone. Maybe, that can be considered by the CIL for future classes.
- 14 I am more prepared for college because I participated in the transition skills classes. I feel they made a difference when I made my decision to pursue a career in teaching.
- 15 I learned how to schedule transportation and make reminders to myself that I have scheduled a ride.
- 16 I'm in Cooks in the Kitchen, and I have learned a lot from the classes. Before the class, I never ate veggies because I thought they were nasty when I cooked them. After the class, I eat carrots, spinach, and squash and I have learned how to season them to taste really good. That makes me proud of an achievement.
- 17 My knowledge has increased because I have learned how to budget money, cook, use the internet, talk to people, and schedule transportation.
- 18 Blind so it helped be more independent & cope with everyday skills like counting money
- 19 My grandson can now read more on his own since having the IL skills help provided by his ILS.
- 20 ILS taught me how to cook.
- 21 I learned how to manage my budget and also to cook. I feel pretty good about myself.
- 22 The ILS has helped me become adept at training my attendants. I was unable to control their schedule, so things weren't getting done that needed to be done. She helped me with scheduling and also with teaching them how to do things the way I preferred. I'm in control.
- 23 I learned about renters rights at your ILS meeting.
- 24 For one thing they showed me how to fry my potatoes without burning them and it made my meals more enjoyable.
- 25 Helps me to know where my money is going.
- 26 How to fill out my timesheets. I was really having trouble with them at first. I can call and get help any time I need it.
- 27 I obtained my GED.
- 28 If wasn't for the CIL, I wouldn't be alive today. The took me from sick & shelter to where I teach, sit on 2 boards & very active.
- 29 Helps me prepare for the GED test for my diploma.

## Annual IL Outcomes Survey FY13

If Yes, what change did this INDEPENDENT LIVING SKILLS TRAINING service make?

*answered question* 543  
*skipped question* 3973

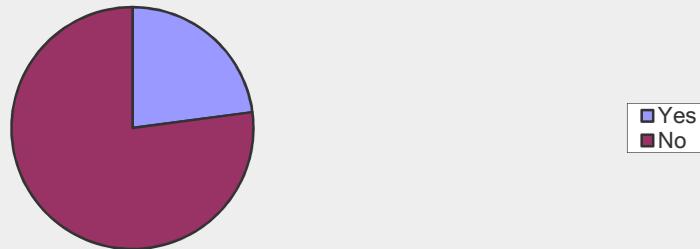
- 30 Has given me confidence
- 31 I learned how to budget my money and pay bills so I can live on my own.
- 32 It helped learn how to use the adaptive phone and wheelchair and walker safely and independently.
- 33 The IL classes taught me how to deal with people who have different disabilities.
- 34 I am getting more confident driving now. I hope to pass the test this year and become an independent driver.
- 35 My son went thru the driver's Ed. program at the school. It has worked out very well. He now has his drivers license and has a part time job in the evenings.
- 36 I learned how to use a bow at the WOODS Program and had a great time. I bought one to play around with in my back yard just target practicing and have so much fun.
- 37 She helped me to get organized. This is something I really struggled with, but she made a big difference.
- 38 I was taught how to use coupons and shop. A book was put together for me to put my coupons in and I was given a chore list to clean my house.
- 39 I felt like I learned about different things to help me such as voting, safety and things to keep me healthy.
- 40 I can do more than I thought at my house
- 41 Positive attitude.
- 42 It lets me be open to more suggestions to make my life easier and support myself.
- 43 I had help from my caseworker about accepting that I can't do what I used to do. She helped me by showing me what I am still capable of doing right now. It made such a difference in my life. I can't thank her enough.
- 44 I am receiving help with my English skills from the Education Department
- 45 I had help with straightening my home. It makes it so much easier to get around now.
- 46 Positive he states because he was able to have a skill regarding personal care.
- 47 I had help learning how to take care of myself. I still need help but I now can do some things on my own. It is great.
- 48 I learned to type and use the computer
- 49 I had help organizing my home so it was easier for me to get to things I needed.
- 50 Knowing how to live after having a stroke.
- 51 When I became disabled I had a hard time accepting it. I had help coping with what I was going through and was encouraged.
- 52 I have a better understanding of using my amplified phone. I have hearing loss and did not know how to set up my phone and make it work. CIL workers showed me how to use the new phone and now I can call my family. They showed me other devices to protect me in my home and keep me safe.
- 53 It enabled me to leave the nursing home.
- 54 I have learned how to manage my money and that my rent comes first before Wal-Mart.
- 55 The CIL helped me get an IEP to stay in school.
- 56 ILS showed me how to use the grab bars correctly.
- 57 ILS helped me set up a budget & personal management so I would be able to take care of my family.
- 58 I wouldn't be living independently without the help of managing money.
- 59 It helped me do things differently in a safer and smarter way.
- 60 Helped with care issues and keeping me informed about what I can do for me.

## Annual IL Outcomes Survey FY13

Did you receive any INFORMATION AND REFERRAL services? This service includes any information and/or referral of other agencies, community programs, services, and/or activities. A follow-up contact is necessary for each information and referral provided to the consumer. Examples of this include referrals to healthcare agencies, food banks, transportation providers, recreation, public assistance facilities, and employers.

Answer Options	Response Percent	Response Count
Yes	22.9%	954
No	77.1%	3206
<i>answered question</i>		4160
<i>skipped question</i>		356

Did you receive any INFORMATION AND REFERRAL services?



What was your experience with the INFORMATION AND REFERRAL services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.3%	911
Somewhat Satisfied	2.9%	28
Dissatisfied	1.8%	17
<i>answered question</i>		956
<i>skipped question</i>		3560

What was your experience with the INFORMATION AND REFERRAL services you received?



## Annual IL Outcomes Survey FY13

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Information and Referral service could have been better.

*answered question* 52  
*skipped question* 4464

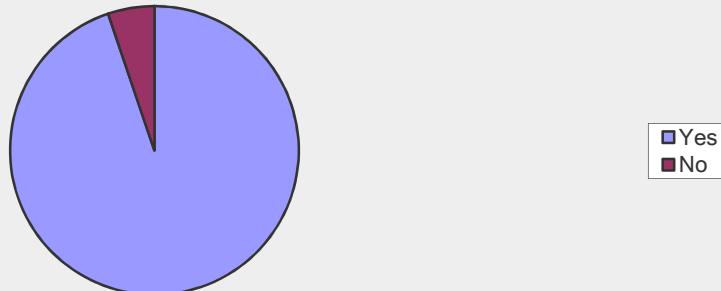
- 1 Place was out of money for assistance.
- 2 Thought we were a free government program. Had a spenddown so just forget it and do it for self
- 3 Every time I bring my requests to my caseworker, my requests are always put off. This needs to change. There are so many schedule changes and the caseworker is always late. The services are never consistent. This is just poor service.
- 4 More explanation about the services
- 5 It was kind of "shady" to me
- 6 She wanted something free to help and didn't get it.
- 7 Wanted a pca.
- 8 I wanted a ramp built and the lady from your office said they couldn't purchase the materials I needed or provide labor because I don't own my home. She gave me a list of other agencies to call and a loan application but I refused to call someone else. I ended up taking out a personal loan and did it myself.
- 9 The CIL has done more than other agencies, but the system limits what they can do.
- 10 I am not satisfied because I get put-off. I need a new pager/phone plan and due to schedule, my specialist never shows up, she calls to re-schedule constantly, the situation is always rushed when we meet. The situation never resolves because we have to keep meeting.
- 11 Could have been more direct.
- 12 Help with services when needed
- 13 A more up to date list of Housing Resources.
- 14 They couldn't help me this year
- 15 Needed more follow up services.
- 16 I now know how to use the oats bus but I don't like having to wait for them sometimes a long time
- 17 He states that he would have liked to receive more information.
- 18 Have more pantry, better variety for her size
- 19 The resources did not have things available.
- 20 RAP. for emergency funding for my light bill.
- 21 Follow up with me and make sure I am reaching my goals. I have received more help through completing some of my goals through another agency.
- 22 He doesn't think there is a comprehensive knowledge about all the resources the CIL has for all the situations
- 23 It was something that I didn't really use
- 24 Because its only paperwork sent and no human help
- 25 Have better guidelines so all services needed can be attended.
- 26 Some places they referred did good others didn't help at all
- 27 They told me to go somewhere else for services and I didn't want to.

## Annual IL Outcomes Survey FY13

Did you gain knowledge, skill and/or independence from this INFORMATION AND REFERRAL service?

Answer Options	Response Percent	Response Count
Yes	94.8%	906
No	5.2%	50
	<i>answered question</i>	<b>956</b>
	<i>skipped question</i>	<b>3560</b>

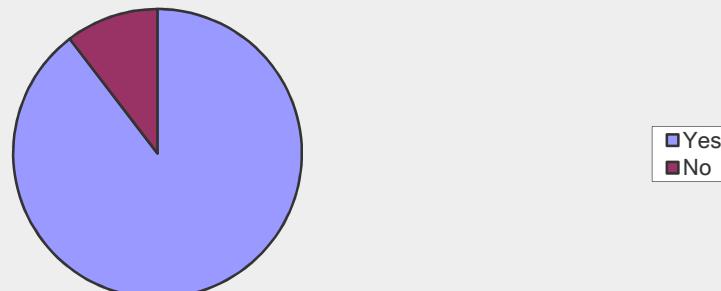
Did you gain knowledge, skill and/or independence from this INFORMATION AND REFERRAL service?



Did this INFORMATION AND REFERRAL service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	89.6%	856
No	10.4%	99
	<i>answered question</i>	<b>955</b>
	<i>skipped question</i>	<b>3561</b>

Did this INFORMATION AND REFERRAL service make a positive change in your life?



## Annual IL Outcomes Survey FY13

### If Yes, what change did this INFORMATION AND REFERRAL service make?

*answered question* 741  
*skipped question* 3775

- 1 I have all sorts of information that helps me prepare for work.
- 2 I learned a lot of AT and how helpful it is for people with disabilities.
- 3 I have more information available to me to make decisions.
- 4 I have a manual that I can refer back to so I always have information that I need for different situations.
- 5 I get information on things that I need to know, and I have learned how important research is when I'm trying to make a point about my disability or IEP.
- 6 I learned about resources in my area.
- 7 I have information to make decisions that make sense.
- 8 Having the information from the EEOC empowered me to file a complaint with the HRC. The discrimination quit after I filed my complaint, and it definitely made a positive change in my life.
- 9 I receive information every time I attend the group, and I have some of it posted around my house to help me remember things or even help me control my attitude. It is very helpful and empowering.
- 10 The information helped me find food pantries and a volunteer opportunity to do something with my time.
- 11 I learned a lot about spenddown rules and that helped me make a decision about how to meet my spenddown on a monthly basis.
- 12 I learned about different places to live and the deposits required.
- 13 I learned how to maintain my ramp so it will last a very long time.
- 14 The CIL helped me with a referral to Para transit, and I can use them when I'm unable to get a ride from the CIL. It's one more choice for me.
- 15 I am more informed on different pieces of equipment that I can use to make it to work on time and also to take my medications when I am supposed to without forgetting.
- 16 The referral will help me get needed work done on my house.
- 17 Gave me updated info.
- 18 I needed my van lift repaired. I was told to call United Mobility in Sikeston. They were great and not too expensive.
- 19 My husbands hours were cut at work and my electric was about to be turned off. You all told me about Community Action so thanks to you for telling me about them they paid it.
- 20 It has helped me learn the process to help myself with other things in my life.
- 21 They gave me the information I needed.
- 22 Referred me to other organizations who could help me.
- 23 Helped me acquire the equipment I needed.
- 24 It is amazing what the CIL does. I have been with other In Home companies but you all do so much more
- 25 She stated that she gained knowledge of resources available to her in the community and that makes the change positive.
- 26 I inquired about having a lift put in my home and resources to do so. I haven't done it yet but I know who to contact now.
- 27 It helped me find energy assistance to keep my power on.
- 28 I used the MO Assistive Tech Show Me Loan to make my home accessible.
- 29 I received assistance and information on my rights pertaining to a legal problem
- 30 It broadened my perspectives on services. It gave me hope that just because I'm disabled it doesn't mean I can't own a home. It was really informative and it opened my eyes to dream again.
- 31 I was assisted with the telephone number for legal aid due to some issues I was having with an auto accident.

## Annual IL Outcomes Survey FY13

### If Yes, what change did this INFORMATION AND REFERRAL service make?

*answered question* 741  
*skipped question* 3775

- 32 They gave me information that helped with electrical, and told me to put a little money aside and I did and now I don't need as much assistance as I did before.
- 33 I was always afraid to ride the bus and after being helped thru the process I'm not scared anymore and use it when I have the money
- 34 Referred me to Meals on Wheels, so I get a hot meal.
- 35 When your worker told me to contact an organization that I was a member of for help with a ramp I was a little upset at first. I could provide the materials but just didn't know anyone to build my ramp. But I spoke with my pastor and the church took care of it. Thanks for giving me this information.
- 36 I have a list of transportation providers in my area. I was really glad to get it so I can have rides to my doctor appointment.
- 37 I was given information of a store that I could call about hearing aides. I made the call and got hearing aides.
- 38 I was given information about voting and becoming a disabled voter
- 39 I was given the information to contact Lifeline. I called an got the service. I was very grateful because I have a tendency to fall.
- 40 I have information about food pantries, healthcare facilities, transportation providers, and some recreation places.
- 41 I was given directions to the SS offices. It made it so much easier for me.
- 42 She was able to get out of a crisis situation.
- 43 I have information about food banks, transportation providers, and an agency that helps pay gas bills in the winter time and electric bills in the summer.
- 44 I was given names, telephone numbers, addresses for healthcare providers. I was able to find the person I needed. It made it much easier to have the list.
- 45 I was given the name of a place I could go and buy food a lot less than in the store. I saved some money by going there.
- 46 I was given some names of businesses that were hiring part-time workers. I applied to one and got the job.
- 47 I was given the name of a store I could get a wheelchair.
- 48 I have a list with many different agencies. Transportation, food banks, and public assistant facilities. I have used some of them. It is very convenient for me.
- 49 There are a lot of agencies out there willing to help me get set up in my apartment
- 50 With the information I received from your office I learned that the VA offers programs to provide ramps.
- 51 I had no idea that Independent Living does so much for our community. I learned all kinds of resources.
- 52 I was given a list of agencies I can contact, like food pantries, transportation, healthcare, and local actives I can attend.
- 53 I was referred to the Hero program for home modifications and floor and windows in the house.
- 54 I needed a telephone and my caseworker gave me the information for the TAP program. I have a telephone now.
- 55 Learned of benefits available for cancer.
- 56 A lot of things I didn't know was out there.
- 57 Referred to Share a Fare.
- 58 Services for the blind have been very helpful.
- 59 They referred me to several places to get equipment I needed.

## Annual IL Outcomes Survey FY13

Did you receive any PEER SUPPORT services? Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities.

Answer Options	Response Percent	Response Count
Yes	9.9%	410
No	90.1%	3746
	<i>answered question</i>	<b>4156</b>
	<i>skipped question</i>	<b>360</b>

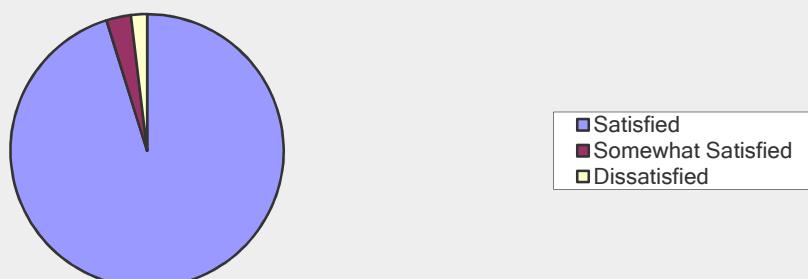
Did you receive any PEER SUPPORT services? Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities.



What was your experience with the PEER SUPPORT services you received?

Answer Options	Response Percent	Response Count
Satisfied	95.1%	392
Somewhat Satisfied	2.9%	12
Dissatisfied	1.9%	8
	<i>answered question</i>	<b>412</b>
	<i>skipped question</i>	<b>4104</b>

What was your experience with the PEER SUPPORT services you received?



## Annual IL Outcomes Survey FY13

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Peer Support service could have been better.

*answered question* 36  
*skipped question* 4480

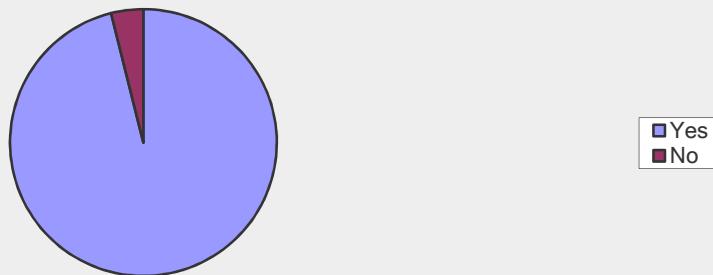
- 1 Consumer did not go to the meeting does not like a group of people
- 2 I am not satisfied with the silent lunches and the lack of events. There needs to be more trust in staff then more people would attend. Several people have told me and I agree that if one staff member was not there, more people would show up. She needs to learn more social etiquette. She is so loud, I can feel it.
- 3 Crafts
- 4 The people were older than her.
- 5 She thinks the wait is too long to find a match.
- 6 My phones calls were not answered in a timely manner
- 7 Not satisfied because when I ask a question for something I need, I am told "later." Because of this, I end up giving up because she forgets and puts-off my question, request. Most of the time I call on videophone, no one returns my call.
- 8 Only if my contact would have been available more.
- 9 Definitely interested in it and be part of it. My counselor is a good help. She is always helpful. My psychiatrist does not want me to be part of this peer support.
- 10 I did not get along with this person.
- 11 I don't know I just don't get anything out of it
- 12 More meetings instead of once a month.
- 13 The person who was my peer had her own problems. They called me and kept asking if I had done things, but since I have quit the program, I have been more independent.
- 14 Need information.
- 15 Just OK
- 16 Conflict with schedule.
- 17 She called me often but I thought it would be more group related instead of just one on one. She was very nice and friendly, I had nothing against her. I don't like talking on the phone, I'm more of a group person or in person.
- 18 Me stop running into these brick walls. I'm able to do what I can do. They need to stop coming up with more excuses than they got answers.
- 19 Is not helping with anything

## Annual IL Outcomes Survey FY13

### Did you gain knowledge, skill and/or independence from this PEER SUPPORT service?

Answer Options	Response Percent	Response Count
Yes	96.1%	396
No	3.9%	16
	<i>answered question</i>	412
	<i>skipped question</i>	4104

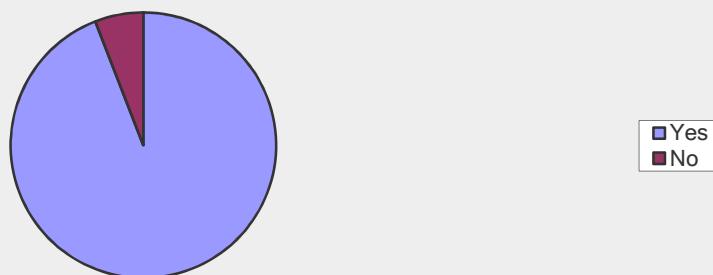
### Did you gain knowledge, skill and/or independence from this PEER SUPPORT service?



### Did this PEER SUPPORT service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	94.1%	386
No	5.9%	24
	<i>answered question</i>	410
	<i>skipped question</i>	4106

### Did this PEER SUPPORT service make a positive change in your life?



## Annual IL Outcomes Survey FY13

### If Yes, what change did this PEER SUPPORT service make?

**answered question** 298  
**skipped question** 4218

- 1 Group meetings help me get a grip on my disability and learning how to do things when I feel I can't.
- 2 I feel better about myself.
- 3 I am in the brain injury group, and the group is empowering. I understand more about my disability, and feel cared about.
- 4 My ILS is a great support to me and I feel better about myself after talking to her.
- 5 I feel better about my disability and the issues that I face every day. Someone always has it a little worse, so I'm working on my attitude as well.
- 6 Donna offers peer support to me when I'm having a bad day or when I forget that having a disability is okay. She is a wonderful person to work with.
- 7 With my peers, I'm learning to keep a good attitude because that means making more friends.
- 8 20 Something group is helpful to me becoming an adult.
- 9 I talk to one of my neighbors who has some of the same aches and pains that I do and it helps to know that others hurt too, that might sound bad, but we give each other ideas of how to do some things . She told me about those cork puzzles that are easier to get ahold of because we both like puzzles
- 10 I have people that I can call and visit when we are both bored or having a hard day and that really helps.
- 11 I feel better with my peers in the 20 Something group.
- 12 I feel better about my disability because its no big deal with my peers. I have learned to accept myself.
- 13 At Cooks in the Kitchen, we talk about all sorts of things and disabilities. These conversations make me feel good about myself and peers.
- 14 I am not intimidated in the class because I'm with my peers, so I am learning things instead of being afraid of asking questions.
- 15 The ILS is in a wheelchair, and so am I. We have the same disability, except his isn't as progressed. I like how we compare things in our lives and the information and support really helps me stay focused on the big picture of me also being able to help others younger than me. Sometimes I feel sad, and he always has a friendly thing to say, and that makes me feel good that I live independently.
- 16 I like coming to craft group and learning how to make things.
- 17 I participate in the women's group, and the sessions are important to me as a woman with a disability. I also have gained a lot of friends to help me not be isolated anymore.
- 18 I feel better about myself, and I'm also more self-sufficient from the ideas and support that people have given me.
- 19 I like to meet people at the events.
- 20 My ILS has been very supportive so I'm comfortable with directing my care. I didn't know how to ask for help before, but I have mastered that. I feel so much better about my living situation.
- 21 I feel better about myself and I have learned that it is okay for people to ask me questions and I shouldn't get mad or offended.
- 22 My ILS is awesome, and he has really been a help. When I get frustrated because things seem to move slowly, he helps me through the situation.
- 23 I feel better about myself because I have someone to talk to about my situation and disability as it progresses.
- 24 My ILS uses a wheelchair. I do too, and I like her stories of how she moved out of her parents' home to be independent after she was hired for her job. She has been a friend and a mentor to me.
- 25 I got information on what I need to do and how to take care of myself better.
- 26 I have self-respect since I've been coming to the women's group. I used to feel all alone and that nobody could relate to my disability and inability to do things for myself. I have learned otherwise, and I have also learned that we can do things like normal people, just differently or with some help.

## Annual IL Outcomes Survey FY13

### If Yes, what change did this PEER SUPPORT service make?

*answered question* 298  
*skipped question* 4218

27 I liked being in the class better because people had disabilities like me, and I didn't feel weird or out of place.

28 I go to the brain injury group, and without this, I don't think I would have any support at all. I have learned a lot of brain functions and injuries in the group. The feeling that I get with being around my peers is important because they are my family.

29 I feel more comfortable about myself and disability. I know it will get in the way sometimes, but I know how to ask for things that will help me retain my job.

30 I am able to talk about things that bother me and help others with their problems.

31 This made me feel more comfortable with my disability and how to make things better by just doing stuff differently that fits me.

32 I feel more comfortable about my disability.

33 My ILS is my peer, and I can watch him and know how to act. My mom thinks he is the bomb because he dresses cool and knows how to act like a gentleman. I have a role model.

34 I learned a lot from my peers, and I learned that it is okay to ask for reasonable accommodations after my ILS worked me with. I have a job, and I needed some things, and it was good to talk to someone with a similar disability to mine.

35 I think I have a lot more knowledge about disabilities and health-related information. I go to the women's support group, and we help each other through a lot of things. They are my friends, and I didn't have many before going to the group.

36 I meet with the blind group every month. It gives me time out of the house and we support each other.

37 I enjoyed the meetings.

38 My self-esteem

39 Helps with my depression

40 I felt better about myself and I met other people.

41 He goes to the CIL support group and enjoys the discussions.

42 Inclusion

43 Someone to talk to about my cancer and just listen.

44 I needed an ear.

45 I am now leading others in the arthritis exercises

46 She listens to me and she leaves it up to me on how long I would like for her to come. My family is in denial with my illness and she listens to me and understands what I go through.

47 I improved my communication and coping skills.

48 I get to talk about what's going on in my life.

49 Helps me not to feel so isolated and understand that there are other people out there with disabilities. I enjoy the social activities like Bingo, craft and cooking class and being around other people.

50 I was able to discuss my situation with a young daughter in my house and no food.

51 I attended the MS support Group at the CIL. Was very pleased with the group.

52 Knowing someone that really understands and can talk to you about the things that your body is doing.

53 Having someone to talk to about my disability & they actually listened to me

54 Makes it easier to handle problems

55 They helped me get through my daughters death and also my nephews.

56 It has helped with my depression.

57 I have someone to talk to when I need it.

58 I gained knowledge about my disability.

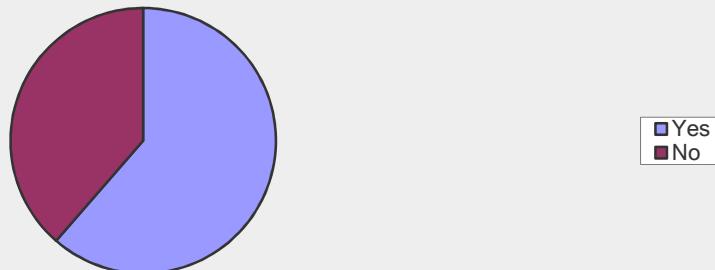
59 I had a stroke and I can't talk plain. She is very patient with me and doesn't look away when I talk, like other people do. when I get too fast and lose my voice and stutter she will tell me that's alright take your time and it will come out.

## Annual IL Outcomes Survey FY13

Did you receive any PERSONAL ASSISTANCE SERVICES (PAS)? These include, but are not limited to, assistance with activities of daily living such as bathing, toileting, meal preparation, transportation for medical appointments and household shopping, housekeeping, and medication setup.

Answer Options	Response Percent	Response Count
Yes	61.4%	2552
No	38.6%	1604
<i>answered question</i>	<b>4156</b>	
<i>skipped question</i>		<b>360</b>

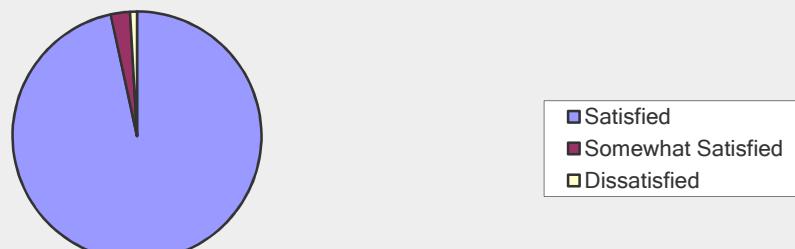
Did you receive any PERSONAL ASSISTANCE SERVICES (PAS)?



What was your experience with the PERSONAL ASSISTANCE SERVICES (PAS) you received?

Answer Options	Response Percent	Response Count
Satisfied	96.6%	2468
Somewhat Satisfied	2.5%	65
Dissatisfied	0.9%	23
<i>answered question</i>	<b>2556</b>	
<i>skipped question</i>		<b>1960</b>

What was your experience with the PERSONAL ASSISTANCE SERVICES (PAS) you received?



## Annual IL Outcomes Survey FY13

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Personal Assistance Services (PAS) could have been better.

*answered question* 153  
*skipped question* 4363

- 1 I don't like to have to wait when I'm done at the doctors but I have to until they come
- 2 Still waiting for approval
- 3 Wanted daughter to work for me but could not self direct could get in-home but wanted cds.
- 4 Waiting to be approved
- 5 Mostly Saturday but need more hours.
- 6 Schedules are not kept the way they are supposed to be. My attendant is not reliable, they think they can just come in sit down and drink coffee.
- 7 I have not been able to find an attendant to hire.
- 8 I needed more hours, but I didn't get them. I can't find an attendant who will only work for 1 1/4 hours per day.
- 9 I was unhappy with the worker I had coming into the home
- 10 Didn't show up.
- 11 Experience with employee was unsatisfactory. Application papers were lost in the office.
- 12 More reliable. They only were paid for a week and stopped using services.
- 13 More time with caretaker
- 14 Not enough time for personal assistance. Trying now to get more time allowed to help her. Right now she only receives 45 minutes, 3 days a week and 2 1/2 hours of transportation. It's hard to get an attendant to come for just 45 minutes a day. The CDS case manager is working with consumer now to see how many hours she can get to assist her.
- 15 Could not pay spenddown to continue services
- 16 People that I interviewed did not seem to be capable of becoming a PCA
- 17 I really liked my attendant but I'm not really sure what happened and why she can't work for me anymore.
- 18 More understanding.
- 19 I lost hours when I asked for more.
- 20 He stated that he wishes he could receive more hours.
- 21 Could use more hours
- 22 She was completed Satisfied with the PA service and the CIL, but she stated that she was "kicked out" of the CDS program. She did not like the CDS worker she had. She said he was "so mean" and "there was something wrong with everything, everyday". She and her niece were doing the best they could. She said she asked for another worker, but she didn't get one because she said that "they acted like they were scared of him." She said that her niece was afraid to work for her through another program and she's just now getting someone to work with her; it's been 2 to 3 months.
- 23 I hired people that took advantage of me because I am too easy going - father sick now and I am staying with him too much to get help at home.
- 24 It is taking a long time to get my daughter-in-law approved for being my PA and myself and my case manager are not getting a response on why it is taking so long.
- 25 The person that came to evaluate the hours for my Personal Attendant was very rude to me and to my mom (not the attendant, but the person that comes to evaluate the hours).
- 26 I really don't know at this time
- 27 I couldn't get anyone to come in the morning and that's what I wanted. I couldn't see sitting around all day waiting for someone to clean the house.
- 28 More hours
- 29 The only thing I would change is the amount of hours you are allowed
- 30 I lost my homemaker when my spenddown got too high to pay.
- 31 More hours for home assistant.
- 32 Give him some training and orientation like the CIL requires. They have to spend a day going through orientation and they also have to take a test and then they can't start for 24-48 hours.

## Annual IL Outcomes Survey FY13

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Personal Assistance Services (PAS) could have been better.

*answered question* 153  
*skipped question* 4363

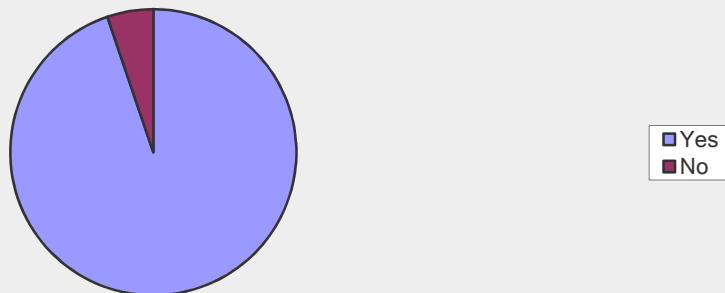
- 33 I just wish we could have more hours
- 34 There were times when the scheduling was kind of off. There might have been an aide with a car problem, couldn't come on the designated day, and they came at a different time than I expected. Services were good.
- 35 I do wish my attendant could do more to clean my house but my caseworker says that she can only do what is on my care plan, so next time I have my DHSS checkup I'll say something about that.
- 36 I had problems with my attendant and nothing was done about it.
- 37 I changed from CDS to in home services and the people they sent didn't work out.
- 38 Being in the house with someone who knows what they're doing.
- 39 Would really like a friend to help, not In Home agency model.
- 40 My granddaughter is young and doesn't do some things the way I would do them but at least its getting done
- 41 Its hard to find a helper that I really like but I think that maybe this time I've found one
- 42 Could have taken less time in getting a chore worker.
- 43 Found someone who works better with me.
- 44 She said that the termination of her services was unreasonable and she was treated rudely by CIL staff.
  
- 45 She is unsure.
- 46 Not getting enough hours for your needs
- 47 Only having an hour-and-a-half a day is not enough time for the workers to get things done.
- 48 She provides the services but she is not friendly.
- 49 Maybe suggestion is that people go thru training with the CIL before they can be a pca. I've had people who bring their children with them. People who eat my food.
- 50 Most of my attendants did not work out. They did not complete chores/duties or show up.
- 51 I didn't like the workers.
- 52 Do not want to discuss
- 53 He is concerned with additional health issues that he is not able to receive any additional hours for his attendant to come and help.
- 54 Satisfied with the attendant but needs more hours of her being there.
- 55 Has only had services for a week/ Wants to request more time because 30 minutes a visit is not enough time for them to get done all of the things necessary in his house.
- 56 I just had heart surgery and I need more hours. I can't do a lot of this stuff around the house.
- 57 Her car broke down, not as consistent as I'd like.
- 58 It's OK, just not great.
- 59 Having to replace the worker. Things are not getting done. Inconsistencies. Planning on talking with the CIL.
- 60 Satisfied with the services but can't keep them because of my spenddown being too high. They keep trying to help me with it but I just can't meet it

## Annual IL Outcomes Survey FY13

Did you gain knowledge, skill and/or independence from PERSONAL ASSISTANCE SERVICES (PAS)?

Answer Options	Response Percent	Response Count
Yes	94.8%	2422
No	5.2%	134
	<i>answered question</i>	2556
	<i>skipped question</i>	1960

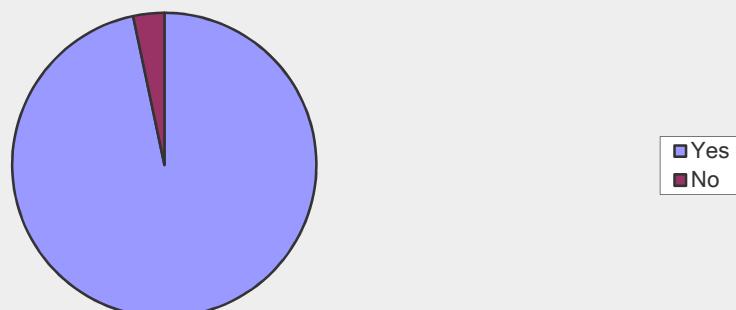
Did you gain knowledge, skill and/or independence from PERSONAL ASSISTANCE SERVICES (PAS)?



Did PERSONAL ASSISTANCE SERVICES (PAS) make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	96.7%	2467
No	3.3%	83
	<i>answered question</i>	2550
	<i>skipped question</i>	1966

Did PERSONAL ASSISTANCE SERVICES (PAS) make a positive change in your life?



## Annual IL Outcomes Survey FY13

### If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

*answered question* 2018  
*skipped question* 2498

- 1 My attendant helped me get back on my feet after surgery, and I felt so much better knowing that I had help and didn't have to do everything myself.
- 2 I like being in control of my services, and the positive change is that I have a new attendant that works instead of coming from an agency that didn't care if they knew how to cook an egg.
- 3 It has helped me to keep my independence and stay in my own apartment.
- 4 I feel safer living in my own home with an attendant coming to help me.
- 5 Have to have help some days more than others
- 6 They do what I can't do anymore. I just get too tired
- 7 I'm still living on my own and by myself not having to share a room at a nursing home.
- 8 I live on my own, and having an attendant is important to me being by myself and having my own life.
  
- 9 Could not do it without it gives freedom to choose who works for you.
- 10 I am clean and not ashamed of going anywhere. It was hard for me to take a shower until I got some help. This has made a whole new me!
- 11 Meals have been prepared ahead so that I can eat when I want.
- 12 I am empowered to make my own decisions about my care. I had another company who sent aides in here that didn't even know how to cook or they would mop before sweeping, and that would not sit well with me. After I complained, they dropped me and I went to the CIL. Good choice, and I should have made them madder a long time before they quit serving me, because I have a great attendant now.
  
- 13 I get to live in my home with services instead of in a nursing home.
- 14 I am able to stay in my own home instead of the hospital or nursing home.
- 15 I feel better about my care and how my home is taken care of. I made a schedule and it is rarely changed because I have an excellent attendant. She is not a relative, but it's like she has known how I want things done like the rest of my family. I feel empowered with the change of who provides my services.
  
- 16 I had a worker to clean, run errands and do the things I can't. It made me feel better about myself to have a clean house. I didn't have to rely on family and feel like a burden to them. Makes me feel independent
  
- 17 I would be in a nursing home without my attendant. She does what I need and then goes home to take care of her own family. I am glad I can make decisions on who I hire and how I need them to do the things for me to remain independent.
- 18 Now I have help washing my hair, always before when I tried to do it myself it hurt.
- 19 My back is broken. My attendant helps me get up and down, gets me the help I need, ties my shoes.
  
- 20 I am greatly satisfied with this program. My personal care and my home have improved since getting these services.
- 21 This program has helped decrease the amount of hospital stays I used to have.
- 22 This program has helped me see my doctor on a regular basis.
- 23 I am being cared for but at the same time directing my own care. I feel safe with this service because I get to choose who comes into my home to care for me.
- 24 This program has helped me get around my home better because it is cleaner. This program has helped me out a lot.
- 25 My attendant helps me do the things I can't do for myself. I have to have the help to stay in my house.
  
- 26 I can choose my aid which is very important for me.
- 27 With out help I couldn't even do simple things like dress myself.
- 28 Freedom. The service has added freedom to my life.
- 29 My attendant has prepared meals that I can just pop in the microwave and heat up myself.

## Annual IL Outcomes Survey FY13

### If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

*answered question* 2018  
*skipped question* 2498

- 30 My aid helps me keep my medication straight.
- 31 It helps me get in and out of the shower.
- 32 My morale is better.
- 33 It allows me to work during the day. I can get up on time and get moving. I can get dressed and get to work.
- 34 It has actually helped me be more independent.
- 35 She helps with my shopping, I can't do it by myself.
- 36 It is less stressful trying to get things done when I have an aid.
- 37 Helps me figure out ways to do things. She has showed me some short cuts. Short cuts that I didn't even know I could do. And she showed me how to use a phone to text her. She kept repeating it till I understood it.
- 38 I can't move like I once did. Having help means the world to me. I can continue to live on my own.
  
- 39 Before I was having a rough time. Now I can go out side, I have vision issues and it was not safe for me to go out alone.
- 40 Allows me to be independent. There are some things that I just can't get done and the attendant does them. I am still living on my own and that is what I want.
- 41 Makes it sooo much easier to stay in my home.
- 42 Helped me to get my home together has impacted my life unbelievably!
- 43 Program has helped me physically because things I need to be done are getting done. Mentally it has helped me because I don't feel so stressed out and overwhelmed sitting and worrying about these things anymore.
- 44 This program has helped my health improve a little by being able to stay in my own home.
- 45 I am now in control by using the program and the things I need done is getting done now.
- 46 Having help allows me to live on my own. They do all of the cooking and clean that I can not do from my wheelchair.
- 47 Having a CDS aid has helped me by reducing my stress. Doing house work was very hard and stressful for me with my limitations. Before I had an aid I had so many seizures that my doctor said it was unwise for me to keep my son by myself. Now I have fewer seizures and that has made it possible for me to keep my son at home with me.
- 48 I eat better now, my aid fixes my meals. I have lost over 80 pounds and I can get around much better. My house is much cleaner and I feel better in it.
- 49 All my personal needs are being taking care of with the services I get. My house is clean, I eat healthier since I have someone cooking. I just cannot do everything myself anymore which was hard for me to admit to for a long time.
- 50 Before I got on this program I wasn't eating properly. I ate more canned and frozen meals than anything. Since being on your service I have lost a few pounds because I have good healthy cooked meals not to mention a cleaner home to live in.
- 51 It is such a blessing to be on this program. I don't have to worry about someone different coming in from day to day and I don't worry about anything coming up missing. My granddaughter takes real good care of me by cooking, helping me take a bath and get dressed. She cleans my house and drives me places.
  
- 52 I have cancer and am very sick due to treatments without these services I do not think I could live alone.
- 53 I have Arthritis and can't do much with my hands. It would be hard to live independently without services.
- 54 Due to my medical conditions I can no longer do a lot of the everyday tasks. With out these services I don't know where I would be.
- 55 It has given me the choice of staying in my home instead of being in a nursing home.

## Annual IL Outcomes Survey FY13

### If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

*answered question* 2018  
*skipped question* 2498

56 At 90 plus years of age I could not live alone with out these services.

57 I have someone to take care of me that I know and trust. They do my shopping, take me to the doctor, clean my house and cook for me.

58 She helps me, I have seizures. It's hard to remember medications. She sets my day planner up so I don't overdose.

59 I can't walk without a cane, so it's hard to carry anything, my attendant does so much for me and I really appreciate her.

60 I loved it! I referred people to you. I'm no longer using the service.

61 I have to have these services to remain in my own home.

62 I am very shy so having a long time dear friend help me get my baths or help clean me up because I may of not made it to the bathroom in time, all I can say is I feel blessed to have your services. She does all my house work and cooking also.

63 The consumer said that having the attendant program has taken a lot of pressure off her and made her life better. The consumers attendant picks up her medication, takes her to the store, cleans and cooks for her.

64 Helps me to be able to live on my own.

65 My friend does all my house cleaning, drives me to the store or to the doctor and cooks for me.

66 Knowledge and Independence.

67 I have benefited because I have a positive outlook on things now.

68 She stated that the service helps her to remain independently in her own home.

69 One lady cooks for me and a nurse comes and checks on me and fills my pill box once a week. I am not able to go to bathroom alone anymore and I would not be able to live at home without these women

70 I can live better in my home.

71 My son takes good care of me. He had to give up his other job to do so but at least I don't have to worry about things being stolen.

72 My friend from church takes care of me and she does a great job. With this service I can stay in my home

73 I can live more freely in my home

74 It makes it easier for me to get to my doctor's appointments.

75 I do not want to go to a nursing home or facility. I am happy with my life here at home.

76 They help me and make me feel like I'm a real person again.

77 It kept me independent and active especially when I was ill. It keeps me from having to go into the hospital or into other people's home for care.

78 I receive daily assistance to help me maintain my independence.

79 I was able to stay in my own home with the help of an attendant. I am not getting by too well since I lost my homemaker when spenddown went up too high

80 If it wasn't for the Personal Attendant, I wouldn't be able to get up in the morning and go to bed at night.

81 This service allows me to stay in my home even though I need some help now - I don't need full time care

82 Due to my severe disabilities, without these services, I would not be able to remain in my home where I am happy.

83 I didn't want to ask but help is good

84 I wouldn't be able to shower if I didn't have an attendant.

85 It helps me to feel independent. I don't have to rely on my wife to do everything for me. She can continue to work and care for our kids instead of me.

86 The change was positive because she is able to remain independently in her home due to the program.

## Annual IL Outcomes Survey FY13

### If Yes, what change did PERSONAL ASSISTANCE SERVICES (PAS) make?

*answered question* 2018  
*skipped question* 2498

87 They help with my meals so I don't just have to have TV dinners all the time

88 Helps me in everyway to be more independent. I am paraplegic but I try to be independent as much as I can. I still require assistance.

89 My attendant cleans my home, does laundry, fixes my meals, helps set up my medications, and grocery shops for me. He is so much help and I enjoy talking with him.

90 Due to my cancer diagnosis, I am unable to work and need minimal assistance to stay in my home. I appreciate CDS and being allowed to hire whomever I choose to work for me. My coordinator encourages me to work for myself and train my attendant to work as I want them to. I am happy to live in my home and be around my things I enjoy. CDS program has made that possible.

91 My Medicaid pays for a nice lady to take care of me at home. She cooks good meals that are better for me to eat than I can. My house is now clean all the time and I am not ashamed for anyone to come in it now. I am happy to have someone who comes to my house and checks on me just about every day. She is a honest person and I feel safe when she is in my home.

92 I can be in my own home and still have my pets. I enjoy their company and I can live as I want to with minimal help from others.

93 I have someone working for me who I trust and I am comfortable with.

94 Made me happy not having a stranger take care of me.

95 Makes me feel I have say so in my care and in my life despite being disabled and relying on others for help with daily living task.

96 Having someone help do things and not feeling bad about it.

97 Made me feel like its not over yet.

98 Helps me to get things and cleaning.

99 I was able to have help in my home until I could not meet my spenddown

100 My attendant helps me take a bath, cleans my house, helps me take my medicines, and does my shopping for me. I am so glad to have the help.

101 My home and clothes are clean, it would take me forever to do it myself but using CDS frees up more of my time, saves my energy, allows me to have needed rest

102 It has helped me with my pain because I am not having to do some stuff therefore my pain is less.

103 Well, it's the difference between having to spend all of my time doing what takes my PCA ten minutes.

104 You want to bet it has! I couldn't make it if someone didn't come help me put my braces on. Just having company sometimes helps, too. It is very much a positive thing. I couldn't do without it.

105 I don't have to try and do everything myself...something she can do in 5 minutes, takes me all day. I don't have to live with someone else.

106 It keeps me out of nursing home because people come in and help me. I'm 95 years old

## Annual IL Outcomes Survey FY13

Did you receive any ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services? Any assistive technology device, that is, any item, piece of equipment or product system that is used to increase, maintain or improve functional capabilities of individuals with disabilities and any assistive technology service that assists an individual with a disability in the selection, acquisition or use of an assistive technology device.

Answer Options	Response Percent	Response Count
Yes	30.8%	1278
No	69.2%	2867
<i>answered question</i>		4145
<i>skipped question</i>		371

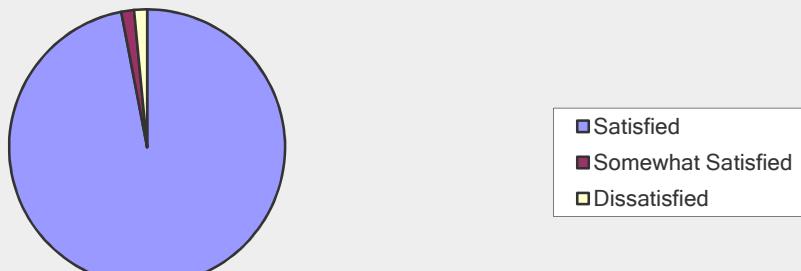
Did you receive any ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services?



What was your experience with the ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services you received?

Answer Options	Response Percent	Response Count
Satisfied	97.0%	1241
Somewhat Satisfied	1.5%	19
Dissatisfied	1.5%	19
<i>answered question</i>		1279
<i>skipped question</i>		3237

What was your experience with the ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY services you received?



## Annual IL Outcomes Survey FY13

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Adaptive Equipment/Assistive Technology service could have been better.

*answered question* 70  
*skipped question* 4446

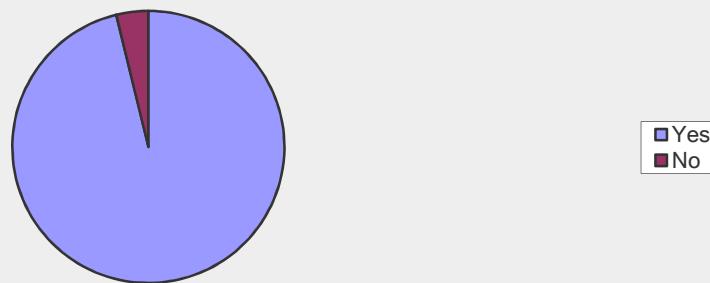
- 1 Something happened to the phone it wouldn't work any more.
- 2 If they would hurry up with the requests for equipment, that would be nice.
- 3 Don't use the raised toilet seat.
- 4 Had an experience that did not work
- 5 I really need a real lift chair because when I lean over that seat raises up and almost pushes me over (seat lift).
- 6 The walker I use is not very steady. It needs new wheels.
- 7 Knowing how to operate phone.
- 8 I received a quad cane but it did not work out for my needs.
- 9 They helped fix a computer problem. I am somewhat satisfied with this because I did not know how to set it back up when it came back. The friendly touch was not there because they rushed through the whole process.
- 10 The phone just didn't work for me.
- 11 Walk in shower would be better.
- 12 I'm hoping to get a telephone that will help me hear better, but my mentor is working on it
- 13 Lower the cost of equipment.
- 14 The phone is not working as well as I would like.
- 15 It's not sounding as good as it was.
- 16 I wear two hearing aids, so I can't get things adjusted the right way.
- 17 Needs an answering machine.
- 18 The man was so nice and the services sounded so beautiful, but I never could get any services for my son.
- 19 I did two wheel chair repairs. The insurance does not cover much.
- 20 The guy that trained me on the phone didn't know how to do it, didn't know how to do certain functions related to the phone and gave me misinformation related to the phone.
- 21 I was very satisfied with the chair but not so much the walker because of the wheels on it.
- 22 Got a CD player but doesn't use much.
- 23 I wear hearing aids and it is not very plain. I do not like the company it was made by. I bought a new phone called a V-tech and I use it more.
- 24 Was unable to use TAP phone, due to it being too loud for my husband. Did not contact the CIL for help on this. Husband just went out and bought a new phone.
- 25 I need better explanation of how it works. I can only find info in Spanish.
- 26 I want to have my phone updated. But it takes a month for this and a month for that, and time passes fast.
  
- 27 Magnifying glass was not quite big enough; wanted one that wasn't hand-held.
- 28 Left a call about service needed and it was not returned.
- 29 Doesn't fit
- 30 Shower chair was too big.
- 31 The hand rail wasn't mounted where I wanted it.
- 32 Having issues with the TAP phone because it won't stay charged and she cannot hear very well with it.
  
- 33 Doesn't work well all the time.

## Annual IL Outcomes Survey FY13

Did you gain knowledge, skill and/or independence from this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service?

Answer Options	Response Percent	Response Count
Yes	96.2%	1231
No	3.8%	48
	<i>answered question</i>	1279
	<i>skipped question</i>	3237

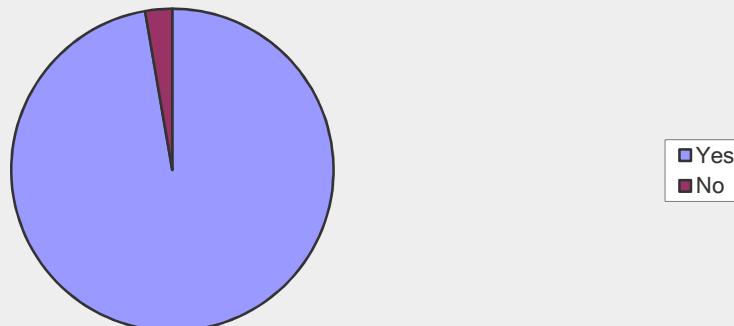
Did you gain knowledge, skill and/or independence from this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service?



Did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	97.3%	1243
No	2.7%	35
	<i>answered question</i>	1278
	<i>skipped question</i>	3238

Did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make a positive change in your life?



## Annual IL Outcomes Survey FY13

### If Yes, what change did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make?

**answered question** 982  
**skipped question** 3534

- 1 I can read the paper with my new magnifier.
- 2 My independence increased because I don't have to wait for my attendant to give me a shower.
- 3 I got a wheelchair until Medicaid approved mine, and I couldn't do much without having a chair. With the AT that I got from the CIL, I was able to remain independent and keep doing things in my home.
- 4 I got a shower chair, and there is less risk of falling, so I feel safer.
- 5 Doesn't have to have someone to bathe him he can do most himself
- 6 I got an air conditioner when it was really hot.
- 7 I independently take my medications now, and I also take a shower with minimal assistance from my attendant. That makes me feel good not to rely on someone and feel like I'm bothering them.
- 8 I can see what I'm signing with the magnifier the CIL gave me.
- 9 I can see the screen on my computer now.
- 10 I got a temporary ramp from the CIL until my stable ramp was built, and that was even 100% better than what I had, so my situation got much better as soon as that was brought over here.
- 11 I received some grab bars so I don't need to rely on my son to help me take a shower. I feel better about myself and my independence.
- 12 She stated that she received a shower chair and how it really helped her with taking showers after her knee surgery.
- 13 The wheelchair helps me stay independent.
- 14 I can talk to my family on my new phone.
- 15 I am very satisfied with my amplified phone. Talking w/family and friends is more pleasant due to being able to hear them.
- 16 I can see the large buttons on this phone. Now I can call people without asking for help.
- 17 I can hear you now.
- 18 I can hear more clearly on this phone.
- 19 The CIL got me "Dragon Speak" I love it.
- 20 The center helped me to get a hospital bed that I had to have.
- 21 Crutches gave me more independence in getting around
- 22 Got a door bell light from the center, now I know when some one is at the door.
- 23 The wheelchair the center loaned me helped me to get around while my leg healed.
- 24 Talks to friends on phone.
- 25 Having the raised toilet seat made it safer for me to go to the bathroom alone.
- 26 A woman has to have a have a phone, you know. I am legally blind and the large buttons and programming help me make calls.
- 27 The Shower Chair and Hand held shower has changed my life considerably! I am much more comfortable in my life now.
- 28 It helps me be more independent with my personal care.
- 29 The consumer said that he received a blood pressure monitor through the CIL and he can check his BP anytime he needs to and makes him feel better about his health...it also keeps him out of the hospital more now. The consumer said he checks his BP 2 or 3 times a day as his doctor has advised him to do.
- 30 The consumer has had several back surgeries recently and having a shower chair makes it safe and easier to bath...she is very thankful
- 31 The consumer received a swivel transfer bench shower chair through the CIL. She said that it is wonderful and one of the best inventions ever.
- 32 I was falling a lot and the grab bars I received have kept me from falling so much.
- 33 I got my shower chair from the health center but you all helped me with a grab bar and hand held shower. It is so much easier to take a shower now

## Annual IL Outcomes Survey FY13

### If Yes, what change did this ADAPTIVE EQUIPMENT/ASSISTIVE TECHNOLOGY service make?

*answered question* 982  
*skipped question* 3534

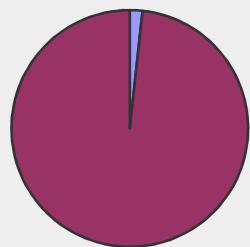
- 34 I received information about United Mobility in Sikeston and got a lift for my van. Now it is so much easier to take my son places he needs to go.
- 35 Well, I'm legally blind, with technology I can use the computer and stay up with everything.
- 36 I learned about a program to help me purchase my hearing aids. Also my worker helped me get a phone that I can see the numbers better and hear much better.
- 37 They brought me equipment to make life easier for me that I didn't even know you could get.
- 38 It helped me to get my wheelchair fixed
- 39 My ILS worker helped me get a special kind of cane that relieved the pressure off my hand that was causing my hand to go numb.
- 40 Without the equipment it would be hard for my daughter to help give me a bath.
- 41 My worker helped me get a tub rail for my bathtub and I needed it.
- 42 I have a walker with a seat. It is great because I can't walk very far without resting. I also have a bedside commode.
- 43 I have a shower chair and now it is much easier to get in and out of the tub. It's great.
- 44 Able to bathe myself with out fear of falling in the shower. I am very weak and cannot stand for long periods of time. Chair helps me to be able to clean myself with no help from family. Thank you!
- 45 I have to sleep upright. They helped me get a hospital bed.. Now I don't have to worry I will stop breathing while I sleep.
- 46 Got on the internet. It helps me to communicate.
- 47 Guardian alert gives me peace of mind.
- 48 I obtained a bed wedge. It has helped me with breathing, acid reflux, and hiatal hernia.
- 49 I got a wheelchair from the Center. It made it so much easier to get around.
- 50 I have a cane and a walker I received from the Center. I am thankful for the help.
- 51 The hand thing keeps me from being so sore in the morning. The little foot things help keep my feet from turning in. It helps with the fatigue and pain.
- 52 For example, I'm sitting here looking at a textbook at college, and the text is too small to read with the naked eye. The magnifier comes in quite handy.
- 53 I can use Zoom Text and see things on my computer now. I can type better on my new keyboard and do my banking online. It opens up a whole world to me to be able to do that.
- 54 I can now hear my conversations with my family!
- 55 (Baby signaler alert system): It gave her the confidence that when she went to the bathroom and the baby cried, she would know. It gave her more confidence to live independently.
- 56 Assisted with equipment that I needed but could not afford on my own.

## Annual IL Outcomes Survey FY13

Did you receive any YOUTH SERVICES including TRANSITION services? Any service that develops skills specifically designed for youth with significant disabilities between the ages of 14 and 24 to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and the exploration of career options, including the transition from school to post school activities such as postsecondary education, vocational training, employment, continuing and adult education, adult services, independent living, or community participation.

Answer Options	Response Percent	Response Count
Yes	1.7%	72
No	98.3%	4072
	<i>answered question</i>	<b>4144</b>
	<i>skipped question</i>	<b>372</b>

Did you receive any YOUTH SERVICES including TRANSITION services?

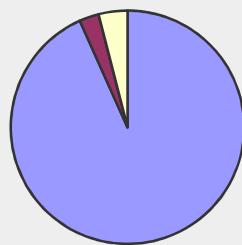


■ Yes  
■ No

What was your experience with the YOUTH SERVICES including TRANSITION services you received?

Answer Options	Response Percent	Response Count
Satisfied	93.3%	70
Somewhat Satisfied	2.7%	2
Dissatisfied	4.0%	3
	<i>answered question</i>	<b>75</b>
	<i>skipped question</i>	<b>4441</b>

What was your experience with the YOUTH SERVICES including TRANSITION services you received?



■ Satisfied  
■ Somewhat Satisfied  
□ Dissatisfied

## Annual IL Outcomes Survey FY13

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Youth Services including Transition service could have been better.

*answered question* 8  
*skipped question* 4508

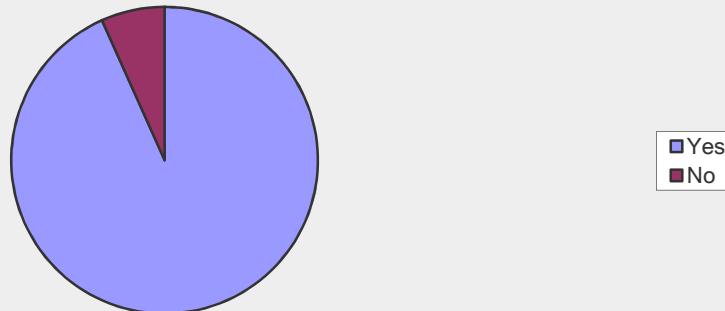
- 1 College for living was not helpful, I don't like the person there.
- 2 I am still in Transition
- 3 I don't think I got anything out of it. I feel like they just gave me a housing list and that was it.

## Annual IL Outcomes Survey FY13

Did you gain knowledge, skill and/or independence from YOUTH SERVICES including TRANSITION service?

Answer Options	Response Percent	Response Count
Yes	93.3%	70
No	6.7%	5
<i>answered question</i>		75
<i>skipped question</i>		4441

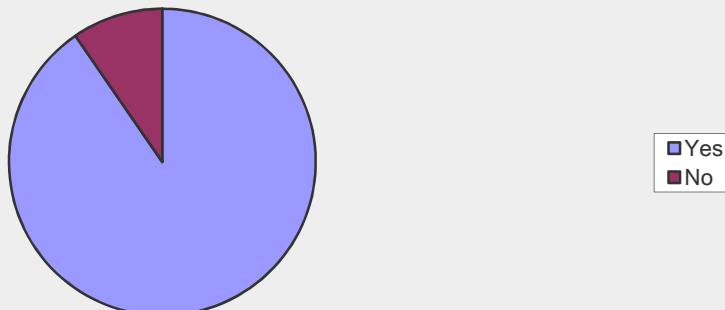
Did you gain knowledge, skill and/or independence from YOUTH SERVICES including TRANSITION service?



Did YOUTH SERVICES including TRANSITION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	90.4%	66
No	9.6%	7
<i>answered question</i>		73
<i>skipped question</i>		4443

Did YOUTH SERVICES including TRANSITION service make a positive change in your life?



## Annual IL Outcomes Survey FY13

### If Yes, what change did YOUTH SERVICES including TRANSITION service make?

*answered question* 55  
*skipped question* 4461

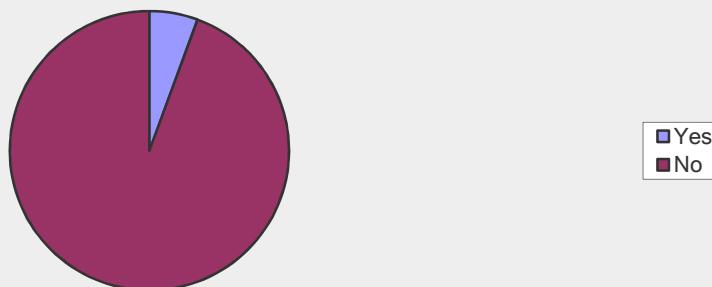
- 1 I'm learning more skills to use when I transition from high school. I plan to go to college and become a journalist.
- 2 I have new skills that I will need when I get out of school.
- 3 I'm learning how to be an adult with the responsibilities of working and bettering myself.
- 4 I've learned a lot of stuff that is useful to me as a teenager.
- 5 I have learned what I want to do after I graduate from school.
- 6 I'm learning social skills expected of an adult. I'm also learning how to apply for jobs.
- 7 I have learned how to complete a resume and interview.
- 8 20 Something Group empowers me.
- 9 I learned skills necessary to decide the direction of my life when I get out of high school. Before, I was just going to go into administrative work, and I changed that after working with the youth leader and talking to him about peer teachers in the classroom. I think that is empowering.
- 10 The classes helped me put together a plan for graduation, which I did, and now I'm looking for work and taking part-time classes at MACC.
- 11 I was in the classes the youth leader taught, and I learned how to apply for jobs and interview. I also learned that wearing sweat pants to an interview was a no-no.
- 12 It's too early to say if my life has changed because I'm still learning. Maybe by next May I can say how much my life has changed. The classes are good though.
- 13 I took charge of my last IEP meeting and I got things done. At first, everyone just looked at me when I said that I knew what I was doing and thought it was best for me to run the meeting. When they saw that I wasn't going to back down, they listened to me. We went through the whole thing and decided on changes. That had never happened before. That was a pretty neat feeling to be in charge of something that was all about me.
- 14 The CIL helped me make a decision about areas that I was interested in to find a career. I took a test to find out what I would be good at, and then I learned that what I first wanted, was not going to work at all because I didn't like all the paperwork.
- 15 I feel ready to start working.
- 16 I learned how to set goals for my transition plan at school. That is important since I am going to college. I have a plan.
- 17 Enjoys the activities, real fun.
- 18 Meet new people & learn new things
- 19 Learning different things
- 20 Made new friends
- 21 Getting my license was awesome. I drive my mom's car to work and I am saving to buy a truck.
- 22 My son was so happy to get his drivers license. It makes him feel so much more independent
- 23 She stated positive because she has independence.
- 24 I attended mentoring day activities including a job experience and several speakers like VR and College counselors
- 25 I have passed the permit test and am practicing to be a legal driver
- 26 He stated positive because he is aware of what services are available to him.
- 27 I can understand what I read better.
- 28 The Young adult support group was definitely a learning experience.
- 29 Helped my son learn how to do things.
- 30 It helps me to learn how I can be more independent.
- 31 Enabled me to meet with other people at youth group activities
- 32 I live in my own house thanks to the CIL.
- 33 I learned how to use the computer, how to properly dress myself for a job and how to budget my money.
- 34 It helped me realize that I can do things on my own and helped me be independent and strong.

## Annual IL Outcomes Survey FY13

Did you receive any EMERGENCY ASSISTANCE Services? Any service that assists a consumer with securing financial aid and/or human assistance during an emergency situation or crisis.

Answer Options	Response Percent	Response Count
Yes	5.6%	231
No	94.4%	3913
	<i>answered question</i>	4144
	<i>skipped question</i>	372

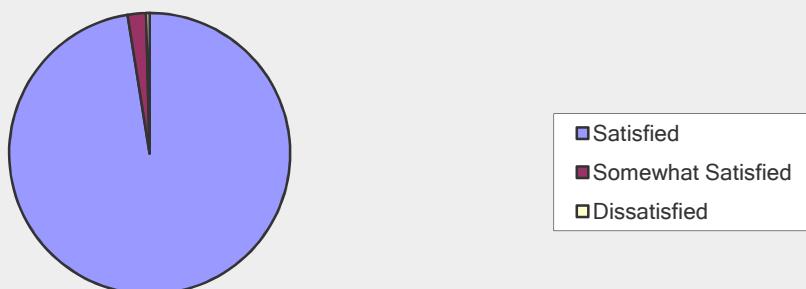
Did you receive any EMERGENCY ASSISTANCE Services? Any service that assists a consumer with securing financial aid and/or human assistance during an emergency situation or crisis.



What was your experience with the EMERGENCY ASSISTANCE Services you received?

Answer Options	Response Percent	Response Count
Satisfied	97.4%	227
Somewhat Satisfied	2.1%	5
Dissatisfied	0.4%	1
	<i>answered question</i>	233
	<i>skipped question</i>	4283

What was your experience with the EMERGENCY ASSISTANCE Services you received?



## Annual IL Outcomes Survey FY13

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Emergency Assistance service could have been better.

*answered question* 14  
*skipped question* 4502

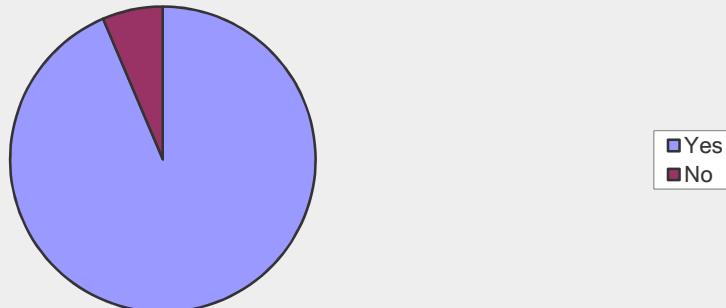
- 1 Worker is not able to run errands for her like she wants.
- 2 I felt like my teeth were an emergency and getting them out makes me feel so much better.
- 3 Still waiting for approval for financial assistance with my gas bill.
- 4 I am working with my caseworker to fill out RAP application with the CIL to apply for emergency funding for my light bill.
- 5 Needed help on electric bill
- 6 Get back to people faster.
- 7 I wish she had more services that she could receive. She is non-verbal and mental disability, not many services are offered through here for her, so we have had to go to other sources.

## Annual IL Outcomes Survey FY13

Did you gain knowledge, skill and/or independence from this EMERGENCY ASSISTANCE service?

Answer Options	Response Percent	Response Count
Yes	93.6%	218
No	6.4%	15
	<i>answered question</i>	233
	<i>skipped question</i>	4283

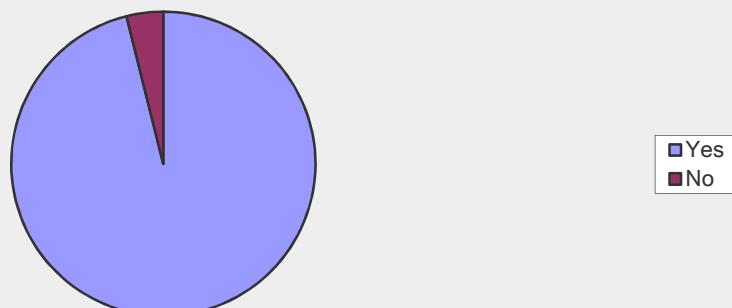
Did you gain knowledge, skill and/or independence from this EMERGENCY ASSISTANCE service?



Did this EMERGENCY ASSISTANCE service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	96.1%	223
No	3.9%	9
	<i>answered question</i>	232
	<i>skipped question</i>	4284

Did this EMERGENCY ASSISTANCE service make a positive change in your life?



## Annual IL Outcomes Survey FY13

### If Yes, what change did this EMERGENCY ASSISTANCE service make?

*answered question* 183  
*skipped question* 4333

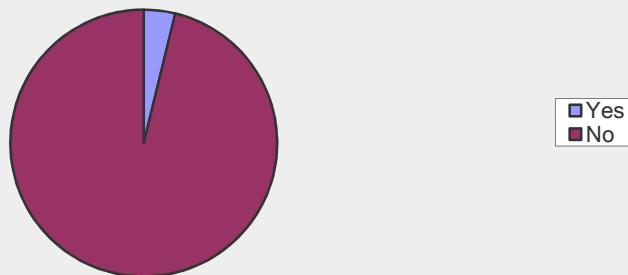
- 1 I needed help with paying for my electricity when it got so cold last year and my case worker helped me out with someone that helped
- 2 I don't know if this is where I'm supposed to say that it was an emergency when my services were going to be eliminated, but it was a crisis to me, and the ILS was unavailable. When I called the main office, I was told she was out, but they would text her, and she called me in a few minutes. That is great customer service, and proof to me that the CIL cares for people. The change has been a load off my mind because I don't have to pay out of pocket or go into a nursing home, which is actually what would happen because I can't private pay.
- 3 I have a roof over my head when it looked like I was going to be homeless in January. It was very cold outside, and I didn't know what else to do. The health department told me to call the CIL and ask for an intake, and I did. I got the help that I needed, and I was also able to find resources for those two other days so I wouldn't be exposed to the weather.
- 4 I was in crisis mode when I called the CIL. My daughter was going to ship me to a nursing home because I couldn't take care of myself, and she wouldn't help me.
- 5 I was able to store stuff at the CIL until I could get a place to live. That made me feel better knowing that someone wouldn't steal my stuff, and at least that made me feel more relaxed until something could be done. It all worked out though.
- 6 Vial of life
- 7 I got better knowledge and education about emergency assistance.
- 8 I was able to move into a safe place to live.
- 9 I got to keep my electric on.
- 10 We were behind on our utilities in May. The center helped us so that the power would not be cut off.
- 11 They assisted with my electric so I could use my oxygen.
- 12 How to take care of myself.
- 13 I live alone and I have stairs I have to use. Sometimes its hard because of my back problem. This helps me feel comfortable and safe.
- 14 Got us to move into a better place and everybody came together.
- 15 It got me out of the shelter.
- 16 Without the help, I would still be living in my truck.
- 17 He received help with his electric bill and he was shown how to apply for the assistance himself so he felt independent.
- 18 I know more of what to do and where to go if needed
- 19 Made me feel better that someone was out there to help me.
- 20 It allowed me to get financial help to stay in my own home.
- 21 My power bill was paid and they didn't cut my lights off.
- 22 I got new batteries in my smoke detector because I thought it was broken.
- 23 I needed some propane gas and I didn't have the money. The Center helped me get some. I was so grateful.
- 24 Provided safety for fires
- 25 I needed food and my ILS worker brought me some immediately. I was really thankful.
- 26 Received bed pads to help avoid pressure sores.
- 27 Helped me get on my own feet to work.
- 28 It showed me how to survive on my own in case of an emergency situation.
- 29 I received money for groceries after the flood hit my neighborhood in Waynesville and destroyed my things.
- 30 Made me understand I need to focus on paying what needs to be paid first - prioritizing/budgeting.
- 31 Let me know that I am not out there by myself. They check on me in bad weather.
- 32 They brought me an air conditioner after my surgery.
- 33 They brought me food when I didn't have money to buy any.

## Annual IL Outcomes Survey FY13

Did you receive any INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION services? Services relating to relocation from nursing homes or other institutions to community-based living arrangements. This would also include services to prevent institutionalization or nursing home placement.

Answer Options	Response Percent	Response Count
Yes	3.8%	156
No	96.2%	3986
	<i>answered question</i>	4142
	<i>skipped question</i>	374

Did you receive any INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION services?



What was your experience with the INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION Services you received?

Answer Options	Response Percent	Response Count
Satisfied	96.8%	152
Somewhat Satisfied	2.5%	4
Dissatisfied	0.6%	1
	<i>answered question</i>	157
	<i>skipped question</i>	4359

What was your experience with the INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION Services you received?



## Annual IL Outcomes Survey FY13

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Institutional Diversion or Nursing Home Transition service could have been better.

*answered question* 9  
*skipped question* 4507

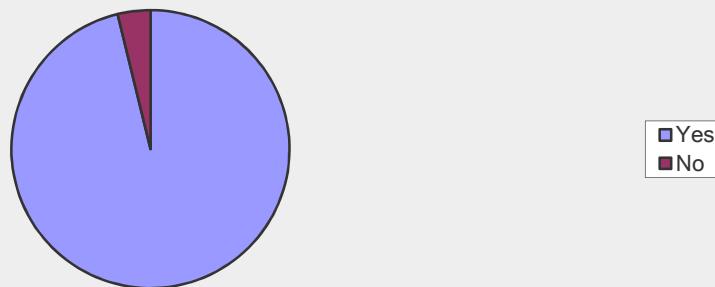
- 1 New staff and new owner. They should know more about diets.
- 2 At the end of the transition what funds you have left over you are suppose to receive. I didn't receive all my funds I was suppose to receive 900 funds and only received 300.
- 3 I don't feel like there have been enough applications for me to fill out. There have been a lot of setbacks.

## Annual IL Outcomes Survey FY13

Did you gain knowledge, skill and/or independence from this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service?

Answer Options	Response Percent	Response Count
Yes	96.2%	151
No	3.8%	6
<i>answered question</i>	<b>157</b>	
<i>skipped question</i>		<b>4359</b>

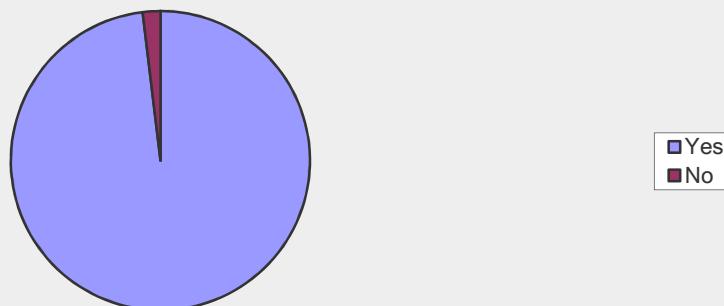
Did you gain knowledge, skill and/or independence from this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service?



Did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	98.1%	153
No	1.9%	3
<i>answered question</i>	<b>156</b>	
<i>skipped question</i>		<b>4360</b>

Did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make a positive change in your life?



## Annual IL Outcomes Survey FY13

If Yes, what change did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make?

*answered question* 137  
*skipped question* 4379

- 1 My doctor wanted me to stay in the nursing home longer, but I couldn't do that because it made me feel like I was going to be in there forever. I stayed long enough to get enough strength to return home and then get attendants.
- 2 I was in a nursing home, and it is much better being at home. I feel more freedom to make decisions about my care than when I lived there.
- 3 I have my own freedom.
- 4 I got out of the nursing home, and I got my freedom back. I don't plan on going back either. I don't need any personal care assistance either. I feel very good about my situation. The CIL help me get back into the community and be independent again.
- 5 It's a diversion alright. I would have been in there a long time ago without the attendant that I have. She does a lot for me, and she isn't even a relative. I make sure we follow the Care Plan so there isn't any trouble that would cause me to lose my services.
- 6 Yes, and I'm not going there. I'm better off at home and I can do things without permission or anyone's approval.
- 7 I feel better about being home and I also feel good about my situation because going to a nursing home was going to stress me out because people go there to die.
- 8 I have a spenddown, but I can't always meet it, but I have dialysis. The CIL helps me make my appointments so I continue receiving health care that I need to live. I am very, very grateful the CIL has this service.
- 9 I was in rehab at the nursing home, and I was so happy to get back home. I am much happier living at home.
- 10 I can only live on my own with an attendant. So, my attendant keeps me independent and having a high quality of life considering the disability I have.
- 11 I live in my own home, pay my own bills, direct my own care, and do things by myself as much as I can. I have a higher quality of life than my two sisters who live in nursing homes.
- 12 I gained my independence back, but I also gained responsibility back.
- 13 I actually got out of the nursing home because the CIL built me a ramp and installed grab bars. Thank you very much for your help!
- 14 Gave me knowledge to get out on my own and do it by myself.
- 15 Moving out of a nursing home now I am more independent and I make my own decision now.
- 16 Trying to decide whether to leave the nursing home
- 17 Got me out of the nursing home
- 18 I have a higher quality of life living at home than in a nursing home. I have been there before, and I don't like it. I am not depressed when I live at home.
- 19 I am trying to transition out of a nursing home, I could not do it alone.
- 20 I am in the process of transitioning and the CIL has been a big help.
- 21 I have a higher quality of life than when I was in rehab at a nursing home.
- 22 I am getting out of the nursing home by Christmas. I am so excited because I was put in here for a short time, and that has been four years ago. That is not a short time to me, and I hate being here. The CIL has opened the door for me to be in control of my life again. Thank you!
- 23 I am currently transitioning out of a nursing home.
- 24 I am working to move out on my own with the CIL's help.
- 25 Getting me out of a Nursing Home, and on my own, where I have freedom.
- 26 I have moved out of the Nursing home & now I live independently. Now I am happier and we have our animals with us. Now I have privacy.
- 27 Now I live in my own apartment. The CIL helped me when I wanted to give up and go back. Now I am happy.
- 28 I now live a more normal life.
- 29 I am able to become more independent and get my own place

## Annual IL Outcomes Survey FY13

If Yes, what change did this INSTITUTIONAL DIVERSION or NURSING HOME TRANSITION service make?

*answered question* 137  
*skipped question* 4379

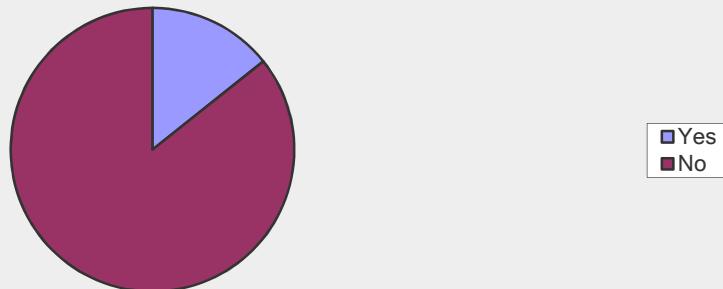
- 30 Hired a nurse on my own.
- 31 Really helped me with depression and therapy
- 32 The next step for me was the nursing home, and I had already been there for rehabilitation, and I didn't want to go back.
- 33 Able to go back into the community
- 34 Service from the CIL has helped me leave the nursing home
- 35 The nursing home transition back into his home was a fantastic process and has helped him tremendously to become more independent along with the CIL's In-Home Program and attendants.
- 36 She was able to move, nice people working with her.
- 37 Small things are important to me now, and I don't take things for granted any more.
- 38 I want to do things for myself. I did not want to leave my apartment and live in a facility with strangers and no privacy.
- 39 I have been approved for the Money Follows the Person Program but waiting for an apartment to open up
- 40 Yes, absolutely. I was transitioned out of a Nursing Home to my own apartment. I now live independently and not Institutionalized any longer.
- 41 Love being back home with family
- 42 They helped me come from a nursing home to be able to live on my own.
- 43 I was in my own home, my own bed. I was able to go to bed, eat what and when I wanted. I was able to smoke when I wanted and watch T.V. something I had not been able to do for 2 years.
- 44 I'm no longer living in a nursing home. I love it. I don't feel like a number or an animal being herded around. I also am going to the library a lot and me and my friends at the apartments are having a yard sale tomorrow.
- 45 The CIL helped me move into my own home so I could live independent.
- 46 I was tired of the nursing home watching people die everyday, I'm much much better in my own home now.
- 47 ILS is helping me to move out of nursing home so I can live independent.
- 48 The CIL completed options counseling so I could move out of nursing home to my own home.
- 49 I am gaining my independence in the community.
- 50 The service is available for me and it provides more than I thought it would.
- 51 It helped me do things on my own and teach me how to be independent and gave me knowledge.
- 52 The independence and more living space.
- 53 Live independently
- 54 Helped him move from a nursing home to an apartment.
- 55 Not being around all those old people...I didn't need to be there yet.
- 56 Great to be back home
- 57 So much better to be home and on my own!!!!
- 58 I can do what I want and when I want.
- 59 A better quality of life.
- 60 I'm out of the nursing home and living in the community.
- 61 I was able to move out of the nursing home into a little house. We used the MFP funds to make utility deposits and buy some furniture
- 62 I now have a life.
- 63 It gave me my indolence back.

## Annual IL Outcomes Survey FY13

Did you receive any TRANSPORTATION services? Provision of, or arrangements for, transportation.

Answer Options	Response Percent	Response Count
Yes	14.3%	593
No	85.7%	3548
	<i>answered question</i>	<b>4141</b>
	<i>skipped question</i>	<b>375</b>

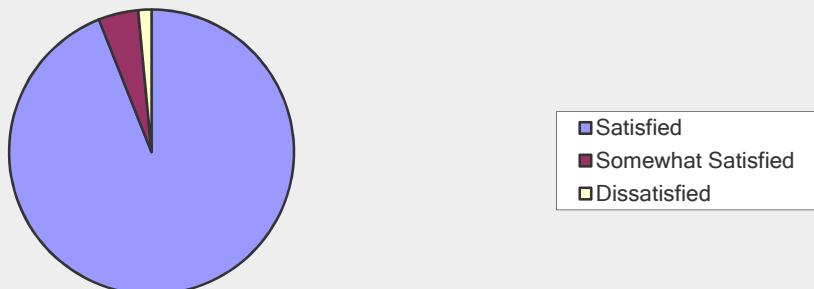
Did you receive any TRANSPORTATION services? Provision of, or arrangements for, transportation.



What was your experience with the TRANSPORTATION services you received?

Answer Options	Response Percent	Response Count
Satisfied	93.9%	558
Somewhat Satisfied	4.5%	27
Dissatisfied	1.5%	9
	<i>answered question</i>	<b>594</b>
	<i>skipped question</i>	<b>3922</b>

What was your experience with the TRANSPORTATION services you received?



## Annual IL Outcomes Survey FY13

If you chose, Somewhat Satisfied or Dissatisfied, please describe how the Transportation service could have been better.

*answered question* 42  
*skipped question* 4474

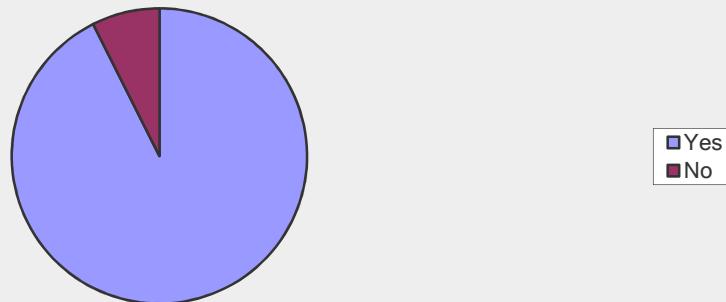
- 1 I have trouble shopping but when I send my granddaughter she doesn't always get what I want right so I go sometimes but she doesn't really like to shop
- 2 I always feel like I have to hurry cause they are waiting on me but they are getting paid so if they get upset that's just too bad for them
- 3 I have to wait on them but if its not too long its OK
- 4 I haven't been able to schedule a ride yet.
- 5 I can't always get a ride. Sometimes, I call three weeks in advance and someone else has already booked that ride. I live in the county, and I don't have Para transit out here, so I have to pay someone a lot more money than I do the CIL, and I can't afford to keep doing that. I know the CIL has a good system, but it is hard to get a ride, and that is frustrating to me. I hope something can be done to fix the problem. Either there aren't enough buses or a driver retired or a driver took off for the day. I just want a ride, and I don't care what the reason is why I can't have a ride. Maybe, get more buses or more drivers, and I know that cost more money.
- 6 I want the CIL but Logisticare won't get the CIL for me. Other carriers they smoke in car and I don't like it
- 7 Would rather not have to pay so much
- 8 The driver was a little chaotic
- 9 I would like for them to be more timely. I don't like to be late. I rode to Jeff City and was supposed to be there at 1 pm and we didn't get there until after 3 pm. I did not get to meet with the people at the capitol that I wanted to meet.
- 10 Every time I have needed transportation, its not been available.
- 11 I wish didn't have an hour for a ride
- 12 I didn't like the time blocks
- 13 Need better route and times
- 14 More flexibility. Let us make more than one stop if doing a doctor visit.
- 15 People talk about you when you ride the bus. I have a bad attitude and I will keep my attitude to myself.
- 16 It took them an hour to get me home the other day
- 17 My attendant can only drive me to doctors appointments. I am very pleased to have that help.
- 18 Was late and there are lots of people.
- 19 To have more monitors on the van if people on the van get out of hand and to come on time.
- 20 Had to pay for them
- 21 They are very busy and it's hard to get transportation services.
- 22 Vans are always booked up, would have to make arrangements a month ahead of time.
- 23 Sometimes has been unhappy with the transportation staff and services he's received.
- 24 Shuttle is always late.

## Annual IL Outcomes Survey FY13

Did you gain knowledge, skill and/or independence from this TRANSPORTATION service?

Answer Options	Response Percent	Response Count
Yes	92.6%	550
No	7.4%	44
<i>answered question</i>		594
<i>skipped question</i>		3922

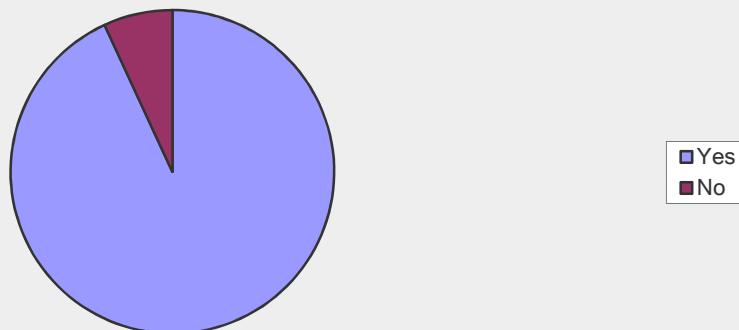
Did you gain knowledge, skill and/or independence from this TRANSPORTATION service?



Did this TRANSPORTATION service make a positive change in your life?

Answer Options	Response Percent	Response Count
Yes	93.1%	550
No	6.9%	41
<i>answered question</i>		591
<i>skipped question</i>		3925

Did this TRANSPORTATION service make a positive change in your life?



## Annual IL Outcomes Survey FY13

### If Yes, what change did this TRANSPORTATION service make?

*answered question* 453  
*skipped question* 4063

- 1 I can schedule a ride by myself when before I needed help from my social worker. I am empowered to make decisions and take control when I can, and scheduling a ride is easy and no stress so I can handle that.
- 2 I have freedom to go when I want to within reason. I like having the control of something simple in my life, and the CIL makes it easy to schedule a ride. I just go.
- 3 I feel empowered to go about my business as usual. When I can't get a ride, that kind of makes me sad, but it teaches me a lesson not to solely depend on one source.
- 4 I am in control of my schedule and I don't have to rely on anyone to make sure I get places. My independence actually increased because now I pay for rides at the CIL, which I didn't do before. I'm glad they started charging to keep the program running.
- 5 I am in control of scheduling my own rides.
- 6 I feel safer when I let the CIL take me places. My daughter keeps threatening to get my license taken away if I drive, so the CIL allows me to be independent.
- 7 I have freedom to go places without relying on people who never show up.
- 8 It helps me get my shopping done.
- 9 Having my attendant take me places helps me to see things that are in my town that I wouldn't see if I had to stay home. I like to get out and go and wish that I could do it more often but my family is so busy and I don't ask.
- 10 I am empowered because it is the only way I get around except on Saturday and Sunday when my folks are not working.
- 11 I get to keep volunteering and staying busy.
- 12 I am more independent and have more choices than the city bus.
- 13 I used the CIL's transportation to leave the nursing home -- that was a very neat feeling to look behind me and said goodbye.
- 14 Helps me get places without burdening family
- 15 I am more independent than waiting on a friend to take me places that I need to go. Besides, paying a friend compared to the fee with the CIL costs me a lot of money, which means I can't buy other things that I need.
- 16 It helps me to get to my doctors appointment, grocery store and pay my bills
- 17 I am more independent than waiting on family to take me places around their schedules. I like the drivers, and they help me with my coat and groceries.
- 18 I feel more independent when I use the CIL because I don't have to explain to people why I have to go do certain business, which is none of their business.
- 19 I am more independent than waiting on friends to take me places where I need to go.
- 20 I could not go to dialysis if I did not receive transportation
- 21 I can go if I need to and all the drivers are really nice
- 22 Allowed me to do my own shopping
- 23 More independence, I didn't need to rely on family.
- 24 Made things easier with not having to worry about how to get places.
- 25 It helped me get to a program that I wanted to attend.
- 26 I'm more independent and not having to rely on a friend constantly.
- 27 Helps him to get to class
- 28 I have a ride one time a week to go grocery shopping and pay my bills. I couldn't do it without the help.
- 29 I have to go visit my doctor every two weeks. I always have a ride when I need one. I can't drive so this is great.
- 30 Allows me to go for physical therapy.
- 31 It gives my family a break.
- 32 Makes it easier to get out and about

## Annual IL Outcomes Survey FY13

### If Yes, what change did this TRANSPORTATION service make?

*answered question* 453  
*skipped question* 4063

- 33** Knowing it's there when I need it eases my mind
- 34** Helped me get to a program I wanted to attend
- 35** I now have a ride to my doctor appointments. I am so grateful I don't have to worry any more.
- 36** The transportation I received from the center was a great help so I could go to SS Office.
- 37** I called and set up transportation to go to my doctors. The driver was very nice and was on time. I couldn't have gone to the doctor without this help.
- 38** Center provided transportation to food banks & Doctor appointments.
- 39** Helped me to get to my job
- 40** Yes, I really enjoyed it because I can't drive at night.
- 41** Having her attendant take her on errands such as paying bills is great - gets her out of house for a while.
  
- 42** It helps me get where I need to go.
- 43** I now use OATS for some of my transportation
- 44** I was able to go where I needed to go.
- 45** Really liked OATS, but hasn't used it lately due to the price.
- 46** He can now get to places he needs to go & help getting in & out of vehicle
- 47** With this assistance it helped getting me to my doctor appointments.
- 48** It gives me independence.